DOCUMENT RESUME

ED 256 888 CE 041 390

TITLE	Shorthand 200. A Self-Paced Program for Intermediate Shorthand. Instructor Guide.
INSTITUTION	Carroll County Area Vocational-Technical School, Carrollton, GA.; Georgia State Univ., Atlanta.
SPONS AGENCY	Georgia State Dept. of Education, Atlanta. Office of Vocational Education.
PUB DATE	84
NOTE	202p.; For related documents, see CE 041 391-392.
PUB TYPE	Guides - Classroom Use - Guides (For Teachers) (052)
EDRS PRICE	MF01/PC09 Plus Postage.
DESCRIPTORS	Business Skills; *Classroom Techniques; Course Content; *Dictation; Individualized Instruction; Job Skills; Learning Modules; Office Occupations Education; *Office Practice; Postsecondary Education; *Programed Instructional Materials; Secretaries; *Shorthand; Teaching Methods; *Typewriting

ABSTRACT

This shorthand program was developed for instructors who wish to use the individualized method of teaching intermediate shorthand on the postsecondary level. Based on Gregg Shorthand, Series 90, it is designed to be used as the second course in the student's shorthand program. The shorthand material as described in this instructor's manual is composed of 11 units. A unit guide sheet provides instructions for the student for completing each unit. The teacher's guide is organized in 10 sections. The first three sections describe the components of the program, the format of the program, and steps for installing it, while the fourth section specifies the requirements for student homework. Duties of instructors, teacher aides, and students are the subjects of the next three sections. The eighth section discusses evaluation and grading, while the next section provides a grade sheet for Shorthand 200. The final section contains miscellaneous suggestions for carrying out the program. An appendix, which makes up the bulk of the document, contains the following materials: shorthand procedures; keys to unit examinations, alternate unit examinations, and brief form tests; and many scripts for mailable letters. (KC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

GA 8413301

ED256888

SHORTHAND 200

A Self-Paced Program for Intermediate Shorthand

INSTRUCTOR GUIDE

Prepared and Produced Jointly by

Carroll County Area Vocational-Technical School
Carrollton, Georgia 30117

and

Georgia State University
Atlanta, Georgia 30303

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION
CENTER (ERIC)

This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

C Moughton

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

CE041390

Project Supported by

Office of Vocational Education
Division of Program Improvement
and Evaluation
Georgia Department of Education
Atlanta, Georgia 30334

Dr. Charles McDaniel, State Superintendent of Schools

1984

ACKNOWLEDGEMENTS

Sincere appreciation goes to Mrs. Clara Bailey, business education instructor at Carroll Tech, who developed this individualized intermediate shorthand program. Her hard work and dedication to the profession have resulted in the betterment of shorthand instruction for countless numbers of students throughout the state.

Sincere appreciation also goes to Mr. Ray Cox, Mr. Emanuel Geter, and Mrs. Susie Link, for their knowledge and expertise in the production of the audio tapes that accompany the written program materials.

Special thanks go to Mr. Orien Hall, coordinator of the Georgia Vocational Curriculum Center, and his staff for the production of the slide/tape presentations.

A special acknowledgement goes to Mr. Wendell Hoomes, director of Carroll Tech, and Mr. Larry Siefferman, assistant director, for making it possible for Mrs. Bailey, Mr. Cox, Mr. Geter, and Mrs. Link to engage in the development of this program.

A special acknowledgement also goes to Dr. John H. Lloyd, former director of the Postsecondary Programs Division, and Mrs. Floy Baker, coordinator of Postsecondary Business Education, for their continued encouragement and support in this effort.

Mrs. Doris Jean Rash-Wooten
Project Director

TABLE OF CONTENTS

	Page
Foreword	v
Introduction	1
Components of the Program	2
Format	3
Installation of the Program	6
Homework	8
Duties of Instructors	9
Duties of Teacher Aides	10
Duties of Students	11
Evaluation and Grading	12
Shorthand 200 Grade Sheet	13
Miscellaneous Suggestions	16
Color Coding	16
Student Folders	16
Test Folders	16
Scheduling	17
Master Tapes	17
Duplication	17
Appendix	18
Shorthand Procedures	19
Keys to Unit Examinations	22
Keys to Alternate Unit Examinations	34
Key to Brief Form Test	46
Scripts for Mailable Letters	49

FOREWORD

This shorthand program was developed for instructors who wish to use the individualized method of learning intermediate shorthand. As with the Individualized Shorthand Theory Program for learning beginning shorthand, the major purpose of this program is to allow students to progress at their own rate.

This program is based on the latest edition of Gregg Shorthand, Series 90. It is designed to be used as the second course in the student's shorthand program of study. Instructors who are familiar with the individualized program for learning beginning shorthand theory should have no trouble using the Shorthand 200 program.

INTRODUCTION

This Instructor's Manual has been prepared to serve as an aid to instructors who wish to use the individualized method for intermediate shorthand. This approach to learning shorthand is an attempt toward improvement in the instruction of students in order to meet their individual needs. The method is flexible and allows for the students to progress at their own rates.

The ideas and suggestions given in this manual are based on the experience, observation, and research of several shorthand instructors. However, it must be stressed at the very beginning that not all of the suggestions, ideas, and materials contained in the program must be used "as is" by all instructors. Each instructor will have to adapt the program to meet the needs of his/her students and particular school situation. Instructors are free to enrich and supplement the shorthand program with other procedures that they have found effective from their own experiences.

COMPONENTS OF THE PROGRAM

Gregg Shorthand for Colleges, Series 90, Volume I Textbook from Gregg/McGraw-Hill Book Company.

Gregg Shorthand for Colleges, Series 90, Volume II Textbook from Gregg/McGraw-Hill Book Company.

Gregg Shorthand for Colleges, Series 90, Volume I Workbook from Gregg/McGraw-Hill Book Company.

Gregg Shorthand for Colleges, Series 90, Volume II Workbook from Gregg/McGraw-Hill Book Company.

Multi-Channel Tapes from Gregg/McGraw-Hill Book Company.

Introductory Slide-Tape Presentations produced by the Georgia Vocational Curriculum Center, Doraville, Georgia.

Dictation for Mailable Letters Tapes produced by Carroll County Area Vocational-Technical School, Carrollton, Georgia.

FORMAT

The shorthand material as described in this manual is composed of eleven (11) units. An objective is included on the Unit Guide Sheet for each unit. This objective specifies what the student should be able to achieve upon completion of the unit.

Unit Guide Sheets

The Unit Guide Sheet gives the students instructions for completing each unit. These guide sheets are designed to lead a student step by step through each lesson with little assistance from the instructor. It should be stressed that these guide sheets are to be followed very carefully.

There are two blanks on the side of the guide sheet. They may be used in whatever way an instructor wishes. Two of the ways in which they may be used are (1) to record the grades and (2) to check off the steps as they are completed.

The guide sheet should be turned in at the end of each unit with the time started and the time ended filled out. This aides the instructor in determining the rate at which the student is progressing and how long it is going to take the student to finish the program.

Gregg Shorthand for Colleges, Series 90 Textbooks, Volumes I and II

This program will use the information contained in Lessons 49-70 in Volume I and Lessons 1-40 in Volume II. The lessons in Volume I are primarily designed to:

1. Reinforce shorthand theory.
2. Develop the student's vocabulary.
3. Improve the student's ability to space, punctuate, and apply rules of grammar.

The lessons in Volume II are primarily designed to:

1. Review the shorthand principles.
2. Develop the student's ability to construct outlines for unfamiliar words under the stress of dictation.
3. Develop the student's dictation speed.
4. Extend the student's knowledge of the basic nonshorthand elements of transcription.
5. Give the student the ability to transcribe mailable correspondence.
6. Teach the student to handle problems of office-style dictation.

Gregg Shorthand for Colleges, Series 90 Workbooks, Volumes I and II

These workbook lessons are correlated with those lessons found in the preceding textbooks. They are valuable learning aides and should be completed only after completing the lessons in the textbooks.

Gregg Shorthand for Colleges, Series 90, Multi-Channel Tapes

These tapes contain sustained dictation of connected matter. They range in speed from 65 to 80 words per minute. This dictation gives students an opportunity to practice spelling and writing word lists and sentences.

Unit Examination

The unit examinations are tests covering the information presented in each unit. They are administered and graded by an instructor or aide. Whenever possible the examinations should be

administered to students as they are ready for them rather than to groups of students.

The examinations should be graded immediately for reinforcement purposes. Proportions of the shorthand outlines should be checked very carefully.

Brief Form Test

A comprehensive brief form test covering all brief forms is included in the program. The instructor may determine at what point in the program this test is to be taken.

Dictation for Mailable Letters Tapes

These tapes contain dictation that is to be transcribed into mailable letters. Each tape contains from two to four letters and range in speed from 60 to 80 words per minute.

Slide/Tape Presentations

Three slide/tape presentations are included in the program. They are entitled "Shorthand Materials and Procedures," "Office-Style Dictation," and "Mailable Letters."

It is suggested that the student view all three at the beginning of the program as indicated on the Unit Guide Sheet. However, the instructor may also wish to have the students view them again, if needed.

Speed Dictation Tapes

These tapes have been included on the Unit Guide Sheet. However, because most instructors prefer to do their own speed building, no speed dictation tapes have been included with the materials. It is suggested that the instructor use the Gregg Tests Book and other supplementary materials as sources for speed building materials.

INSTALLATION OF THE PROGRAM

The individualized shorthand program outlined in this manual can be adapted to almost any shorthand program. It is highly recommended for use as the second course in the student's program of study after he/she has successfully completed the Individualized Shorthand Theory Program for learning beginning shorthand. The primary objective of the program is to allow students to progress at their own rate with careful observation and guidance from instructors to insure that each student is progressing at his or her best rate.

The following procedures are recommended for initial installation of the individualized intermediate shorthand program:

1. Conduct an orientation program to familiarize the students with the individualized nature of the program. You may wish to use the Shorthand Procedures Sheet located in the appendix for this purpose.
2. Provide the students with a clear understanding of the following:

    a. Basic procedures of the program.
    b. Supplies that will be needed.
    c. Location of all tapes, slide/tape presentations, and any other audio-visual materials.
    d. Location and utilization of all written materials, including textbooks, workbooks, information sheets, reference materials, etc.
    e. Rules governing the preparation of homework and classwork.
    f. Responsibilities of instructors, students, and aides (if available).
    g. Overall evaluation and grading system.

The work settings should be comfortable and relatively quiet. In addition, they should be spacious enough to accommodate a typewriter and necessary books and papers.

All materials, supplies, books, etc. should be available to students in one central location, if at all possible. These should be arranged for quick reference and use.

To enrich the program, students should be required to transcribe everything on the typewriter. Enthusiastic students learn more quickly and effectively and tend to become more enthusiastic if they are convinced that this program was designed specifically to help them and that they are the ones to determine just how fast they can go.

The students must realize that they are the ones that will be fully responsible for learning shorthand. Situations may vary, but the individualized approach can be adopted to almost any school situation.

HOMEWORK

The fact should be pointed out clearly to the students that it will be virtually impossible for them to obtain adequate speed without completing their homework assignments. The students should be motivated and actively involved in the shorthand assignment because it can mean the difference between success and failure in the individualized program. The instructor should emphasize the fact that the shorthand assignment must be turned in daily and that they must not get behind in their lessons.

The shorthand assignment should be so routine that all students, even those who are absent from class, know exactly what to do and can complete the assignment if they are able. The following procedure should be followed in completing homework for the Shorthand 200 Program:

1. The students must read the shorthand outlines in the lists and write at least two full lines of them.
2. The students must read the Reading and Writing Practice in each lesson and make at least one shorthand copy.
3. The students must complete the corresponding lesson in the workbook(s).
4. The students must complete the McGraw-Hill tapes that are correlated with each lesson.

Tests on homework assignments may be given periodically. These tests may be used as supplemental evaluations, reviews, or as "pop" quizzes to refresh the student's grasp of the lessons.

From time to time, the instructor may offer different ways of doing the shorthand homework to prevent the students from becoming bored. Different methods for completing homework assignments are constantly being offered in business education and professional magazines.

DUTIES OF INSTRUCTORS

The instructor's major role in this program is to guide, counsel, and motivate students. In an individualized setting, the instructor becomes a manager of learning and is responsible for planning an instructional center that allows each student to progress at his or her own best rate. Planning, motivating, diagnosing, prescribing, and evaluating are all components of the instructor's role.

There are many duties involved with this program. Some of the following are suggestions or duties of an instructor using the individualized approach.

1. Arrange the room for most efficient use of equipment.
2. Establish a daily routine and working guidelines.
3. Train the teacher aides in their duties.
4. Plan the daily schedules.
5. Interview and place new students and prescribe individual learning programs.
6. Stress attendance.
7. Motivate the students to their fullest potential.
8. Inspire and motivate the students in making long-range plans.
9. Answer questions, demonstrate, motivate and ask questions to stimulate students.
10. Counsel and assist students regularly.
11. Prepare unit examinations, brief form tests and other evaluations as needed.
12. Check unit examinations, brief form tests, and any other materials as needed.
13. Give "live" dictation as needed.
14. Evaluate students.
15. Prescribe remedial programs as needed.

DUTIES OF TEACHER AIDES

The following are some suggested duties that teacher aides, if available, may perform in the individualized shorthand program.

1. Be present at all scheduled times.
2. Assume responsibility for the efficient operation of the laboratory.
3. Assist in orienting new students to the individualized shorthand program.
4. Maintain records of students' attendance, achievements, and any other records that may be necessary.
5. Assume responsibility for the slided, tapes, and any other audio-visual materials.
6. Assist students in the operation of equipment.
7. Keep a close check on equipment and report any malfunctions.
8. Supervise the filing of student folders.
9. Administer, check and record all brief form tests, unit examinations and any other tests.
10. Check student progress charts to confirm passing of brief form tests, unit examinations, and other required materials.

DUTIES OF STUDENTS

The student has much more responsibility in the individualized intermediate program than in the traditional shorthand program. The major responsibilities are listed below:

1. Develop a basic schedule of classes and lab attendance, maintaining a schedule that will guarantee completion of the work in a reasonable length of time.
2. Follow unit guide sheets exactly as they are presented.
3. Execute each lesson as efficiently as possible and vacate the learning station by moving to work areas not requiring slides or tapes. Other students may be waiting to use the audio-visual materials.
4. Report to the instructor or teacher aide any equipment which needs adjustment or is not functioning properly.
5. Return all written and audio-visual materials to their proper places.
6. Hand in each lesson as it is completed.
7. Notify instructor or teacher aide when ready to take a unit examination or any other tests.
8. Request conference with the instructor when dissatisfied with progress.

EVALUATION AND GRADING

In order to receive a grade for Shorthand 200, the student must successfully complete the requirements given below:

1. Complete Lessons 49-70 in Series 90, Volume I textbook and workbook.
2. Complete Lessons 1-40 in Series 90, Volume II textbook and workbook.
3. Complete McGraw-Hill tapes that correspond to Lessons 49-70 in Volume I and Lessons 1-40 in Volume II.
4. Complete dictation tapes for mailable letters at 60, 70, and 80 words per minute.
5. Complete the speed requirements. The suggested requirements are three-minute dictations transcribed with 95% accuracy. The speed requirments are: two takes at 50 words per minute for a grade of D; two takes at 50 words per minute and two takes at 60 words per minute for a grade of C; two takes at 50 words per minute, two takes at 60 words per minute, and 1 take at 70 words per minute for a grade of B; and two takes at 50 words per minute, two takes at 60 words per minute, one take at 70 words per minute, and one take at 80 words per minute for a grade of A.

A suggested evaluation scale follows:

Speed	40%
Letters	30%
Unit	20%
Other	10%

Suggested grade sheets to be used in the Shorthand 200 programs can be found on the following pages.

Series 90

SHORTHAND 200 GRADE SHEET

Name _____ Quarter _____

LETTERS			
Week	Number of Letters	Points Earned	Extra Points
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Number of Points _____
Number of Extra Points _____
AVERAGE _____

SPEED TESTS
(3 Minutes)

50 WAM _____
50 WAM _____
60 WAM _____
60 WAM _____
70 WAM _____
70 WAM _____

AVERAGE _____

UNIT EXAMS				
Unit	Grade	Alternate Exam	Grade	Average
201		201 A		
202		202 A		
203		203 A		
204		204 A		
205		205 A		
206		206 A		
207		207 A		
208		208 A		
209		209 A		
210		210 A		
211		211 A		
			TOTAL AVERAGE	

BRIEF FORM TEST (97) _____

OTHER EXAMS, ETC.	
Description	Grade
AVERAGE	

QUARTERLY AVERAGE	
Letters (30%)	_____
Speed (40%)	_____
Unit Exams (20%)	_____
Other (10%)	_____
AVERAGE	_____

Date Posted _____

Instructor _____

MISCELLANEOUS SUGGESTIONS

Color Coding

It is extremely helpful to color code the printed material in this program. It makes it much easier for a student if certain information is always on the same color of paper. Color coding has proven to be both effective and useful. A suggested color coding scheme follows:

Information Sheets . . . . . white paper
Brief Form Tests . . . . . blue paper
Tests and Examinations . . . . yellow paper

Student Folders

It is suggested that a folder be made up for each student before the first day of class. This folder should include everything that the student will need for the entire course in shorthand.

The material in the folder should be in order so that all a student need do is go to the folder and find the next thing that is to be done.

A place should be provided in the classroom to keep this folder.

Test Folders

Each student should also have a test folder. The tests should be placed in this folder in the exact order in which they are called for on the unit guide sheets. Having such a folder for each student saves the instructor time and aides in keeping check to see that the student does not skip any unit examinations, brief form tests, or other tests.

For security reasons it is suggested that these individual test folders be kept in a drawer that is accessible to the instructor or aide only.

Scheduling

Goals must be set if students are to finish the shorthand program in a reasonable length of time. Some suggestions for establishing timelines follow:

1. A calendar may be made up for the current quarter and dates set for certain lessons to be completed.
2. A date may be set at which time everyone takes a certain test or examination; consequently, everyone must be at that particular place. Students may also be tested at any time that they finish a lesson.
3. The number of times that a student may take and fail tests must be clearly defined.
4. Dates for finishing a program must be spelled out specifically. For example, the students need to know if they must complete the program in one quarter or if they may take two quarters to finish without being penalized.

Master Tapes

It is strongly suggested that a master be made of all tapes that are used in the shorthand program. It is inevitable that some tapes will be erased; and if a master tape is available, another can be made very quickly. These masters should be placed in a locked drawer or cabinet that is accessible to the instructor or aide only.

Duplication

Because it is almost impossible to provide enough tapes for each student, a high-speed tape duplicator is a necessity. In this way, students can provide their own blank tapes and can record repeatedly on them.

APPENDIX

This section contains the following items of information:

1. Shorthand Procedures Sheet
2. Keys to Unit Examinations
3. Keys to Alternate Unit Examinations
4. Key to Brief Form Test
5. Scripts for Mailable Letters

SHORTHAND PROCEDURES

1. You will be given a folder with all course requirements in it. This folder is to be left at school in a place provided. Read carefully all the handouts for each shorthand course. You are responsible for everything in these handouts. You are furnished a grade sheet and must record your grades and keep up with dictation needs, etc. A conference will be held periodically to check your grade sheet with that of the instructor's.

2. The unit guide sheets are to be followed exactly. DO NOT SKIP ABOUT. Take the tests in order. Class time is not the time to do homework unless all classwork is completely finished.

3. The shorthand theory tests are graded very strictly. If you make a grade below 90, you must repeat that lesson and take an alternate test. The two grades will be averaged together. You do not repeat quizzes. Mondays and Fridays will be for testing purposes. Tests may be taken other days when all other dictation and classwork is finished. Tests to be graded are to be put in the top basket on the instructor's desk.

4. Homework must be turned in daily. It is virtually impossible to be able to obtain adequate speed without some work being done out of class. If you do not have the time to do homework, it would be best to drop the shorthand class and pursue it at some future date. Do not get behind in your lessons.

5. Tests may be taken only when an instructor or an aide is present. Various other quizzes and tests other than those listed on the unit guide sheets may be given at the teacher's discretion in any of the shorthand courses. These include punctuation, spelling, grammar, etc. Word tests will be given periodically to determine if you have mastered thoroughly the theory in the lessons you are doing. These word tests will be in addition to the fifty word tests and may be unannounced.

6. Ruled paper must be used for doing classwork and homework. You may do homework on notebook paper, but dictation in class must be done in a shorthand pad. Use a spiral shorthand pad which has a line down the middle of the page.

7. You must furnish your own tape player, tapes, and earplug. These are to be brought to class everyday.

8. You must do all shorthand in pen. Use one that will enable you to write fluently. Always have two pens on hand in case one runs out of ink in the middle of dictation.

9. The departmental tapes are not to be taken from the department. You must provide your own tapes and make your own copies.

10. All shorthand must be turned in with the finished transcription.

11. Dictation for transcription is given at least three days each week. You must take this dictation and attempt to transcribe it. It will not count against you if you do not complete it with the required accuracy.

12. The following information must be on each typed transcript. If this information is not recorded at the top, the dictation will not be graded.

    Name Date Code Number of Tape Speed

13. Please note the following:

    (a) Homework goes in individual folders on cabinet by the door. Work that has been graded and returned goes in the same folder as the homework.

    (b) Material to be graded or checked goes into the top baskets on the instructor's desk.

14. Bring a dictionary, correction tape, pen, paper and shorthand notebook with you to class on dictation days. Be prepared to take the dictation at the very beginning of the class period.

15. Learn the rules for punctuation and apply this knowledge in class.

16. Consult a dictionary on proper spelling, syllabication, and proper usage of words.

17. Erase completely and neatly all errors in transcribed work. A good erasure leaves no sign of the incorrect letter, yet does not leave a hole in the paper.

18. Proofread carefully before removing paper from typewriter to locate and correct all errors in transcribed work.

19. You are to begin your shorthand promptly each day. Do not wait until the instructor tells you to start. You need all the time allotted to complete the shorthand requirements.

20. A brief form test must be completed each quarter with the following grades. (Each word counts one point.)

Shorthand I	95	Shorthand III	99
Shorthand II	97	Shorthand IV	100

21. Do not leave the class without informing your instructor. You are to remain the full class period. If you do not, you will be counted absent or tardy.

22. Please do not come to the instructor's desk when you see another student there.

23. Clean the desk and surrounding area before leaving the room.

24. It is the right of each student to take shorthand if he or she desires. However, whether a person continues in the subject will be based upon his or her performance. Before a student is dropped from shorthand, a conference will be held with the student, instructor, and department head.

I have read, understand and agree to abide by these rules and regulations set forth. I understand that if I violate any of these I will be subject to immediate dismissal from the shorthand class.

_____ _____

Student's Signature Date

KEYS TO UNIT EXAMINATIONS

Vol. 1
Series 90

UNIT EXAM 201
(Lessons 49-50)

Name _____ Date _____

1. increase
2. invite
3. before
4. sending
5. circular
6. valuable
7. enclosed
8. advertise
9. suggest
10. organize
11. received
12. whether
13. models
14. inflation
15. potential
16. demonstration
17. brochure
18. entitled
19. recognized
20. satisfactorily
21. director
22. occasion
23. welcome
24. install
25. realize
26. disappointed
27. capacity
28. character
29. quantities
30. conceivable
31. competent
32. anticipating
33. speak
34. gladly
35. manufacturer
36. submitted
37. prosperity
38. photographic
39. expand
40. accept
41. loyalty
42. catalog
43. conference
44. efficient
45. inquiries
46. decision
47. substantial
48. diagram
49. assistant
50. orderly

Vol. 1
Series 90

UNIT EXAM 202
(Lessons 57-62)

Name _____ Date _____

1. executive
2. selection
3. opportunity
4. division
5. personnel
6. correspondence
7. acknowledge
8. excellent
9. mistake
10. expensive
11. appreciation
12. neighborhood
13. efficient
14. accomplish
15. sensible
16. further
17. descriptive
18. enjoyable
19. reasonable
20. reliable
21. designer
22. consequently
23. manual
24. permission
25. acceptable
26. grateful
27. bottom
28. implement
29. discounts
30. interpreter
31. referred
32. employ
33. foreign
34. practical
35. circulation
36. introductory
37. issue
38. informative
39. convenience
40. superior
41. amazingly
42. qualifications
43. exceedingly
44. stimulating
45. comply
46. college
47. thoughtfulness
48. gallon
49. urge
50. repairs

Vol. 1
Series 90

UNIT EXAM 203
(Lessons 53-70)

Name _____ Date _____

1. appear
2. guide
3. annual
4. prospects
5. definite
6. commercials
7. guarantee
8. always
9. appropriate
10. canceled
11. remittance
12. utilizing
13. obvious
14. courteously
15. handy
16. miscellaneous
17. requesting
18. attendant
19. clients
20. carefully
21. almost
22. impressive
23. confident
24. congratulations
25. successfully
26. responsibly
27. exercise
28. franchise
29. prompt
30. helpful
31. customers
32. reserve
33. merger
34. representative
35. shipped
36. automatically
37. delinquent
38. arrange
39. obligation
40. assist
41. departure
42. efficient
43. familiar
44. directly
45. channel
46. aware
47. grammar
48. opened
49. factory
50. retailer

Vol. 2
Series 90

UNIT EXAM 204
(Lessons 1-5)

Name _____ Date _____

1. apparel
2. complete
3. probably
4. particular
5. mistake
6. writing
7. error
8. impressed
9. beautiful
10. repaired
11. appeal
12. yourself
13. clothing
14. furniture
15. except
16. quite
17. complement
18. conference
19. suite
20. ample
21. pleasure
22. previous
23. major
24. simply
25. arrangement
26. moment
27. confidence
28. agree
29. manufacturer
30. items
31. purchasing
32. brief
33. advise
34. insure
35. receive
36. reasonable
37. practically
38. progressed
39. pamphlet
40. experienced
41. knowledge
42. employee
43. realize
44. aggressive
45. clever
46. adequate
47. preceding
48. observing
49. reliable
50. helpful

Vol. 2
Series 90

UNTI EXAM 205
(Lessons 6-10)

Name _____ Date _____

1. avail
2. planning
3. graduation
4. technical
5. exciting
6. mechanical
7. transferred
8. resolution
9. describing
10. counselors
11. travel
12. farther
13. management
14. great
15. consideration
16. recommendation
17. complimentary
18. progressed
19. confidence
20. principal
21. replacement
22. facility
23. assistance
24. logical
25. attempt
26. similar
27. independent
28. education
29. finance
30. report
31. construct
32. elementary
33. residents
34. illustrated
35. tentative
36. forwards
37. encourage
38. waste
39. resistance
40. separately
41. advice
42. formal
43. climate
44. secretarial
45. pursue
46. diligently
47. challenge
48. awaken
49. civilization
50. level

Vol. 2
Series 90

UNIT EXAM 206
(Lessons 11-15)

Name _____ Date _____

1.	acknowledged	26.	always
2.	satisfactorily	27.	exactly
3.	successfully	28.	course
4.	reputation	29.	exceedingly
5.	directly	30.	privilege
6.	various	31.	former
7.	conference	32.	dependable
8.	accept	33.	appreciate
9.	discuss	34.	personnel
10.	alternative	35.	climate
11.	personal	36.	supervisor
12.	welcome	37.	observe
13.	agreement	38.	complete
14.	integrity	39.	occasions
15.	identification	40.	until
16.	automatic	41.	extent
17.	replacement	42.	machinery
18.	patients	43.	citizens
19.	hesitate	44.	anticipate
20.	touch	45.	investment
21.	residents	46.	fiscal
22.	probably	47.	varied
23.	adequate	48.	principal
24.	company	49.	acquire
25.	financial	50.	necessary

Vol. 2
Series 90

UNIT EXAM 207
(Lessons 16-20)

Name _____ Date _____

1. correspondence
2. attitude
3. confidential
4. judgment
5. recommending
6. excellent
7. advancement
8. talents
9. successful
10. regional
11. appears
12. exceeded
13. benefit
14. potential
15. requirements
16. compatible
17. immediate
18. recommendation
19. personal
20. further
21. recent
22. adequate
23. relocate
24. memorandum
25. resign
26. easily
27. company
28. annual
29. commitment
30. representatives
31. opportunity
32. forward
33. equally
34. medical
35. article
36. education
37. similar
38. essential
39. embarrassment
40. intelligent
41. dependable
42. succeed
43. character
44. indifference
45. contributing
46. effect
47. breaks
48. excluded
49. definitely
50. candidate

Vol. 2
Series 90

UNIT EXAM 208
(Lessons 21-25)

Name _____ Date _____

1. completing
2. manufacturing
3. direct
4. opinion
5. choose
6. confidence
7. succession
8. developing
9. morning's
10. council
11. partially
12. built
13. renovating
14. accommodate
15. authorized
16. yourself
17. middle
18. serious
19. drainage
20. alleviate
21. petition
22. circumstance
23. scheduled
24. annex
25. government
26. backing
27. submitted
28. complete
29. annual
30. add
31. almost
32. raised
33. justified
34. inflation
35. disturbing
36. essential
37. distressed
38. received
39. corresponding
40. disagree
41. education
42. representative
43. people
44. speech
45. written
46. assemble
47. formerly
48. legislative
49. judicial
50. fraud

Vol. 2
Series 90

UNIT EXAM 209
(Lessons 26-30)

Name _____ Date _____

1. corner
2. designed
3. customer
4. assets
5. yield
6. sum
7. efficient
8. occurred
9. appreciate
10. employees
11. through
12. atmosphere
13. balance
14. today's
15. holiday
16. excuse
17. further
18. sufficient
19. innovations
20. inquire
21. thoroughly
22. handling
23. traveling
24. situated
25. already
26. entrusting
27. treatment
28. allowed
29. depositor
30. quite
31. touch
32. suitable
33. site
34. inconvenience
35. impact
36. morale
37. district
38. terrible
39. devasting
40. effect
41. basis
42. millions
43. efficient
44. manually
45. obvious
46. advent
47. procedures
48. written
49. guarantee
50. transferred

Vol. 2
Series 90

UNIT EXAM 210
(Lessons 31-35)

Name _____ Date _____

1. announce
2. unique
3. efficient
4. celebrate
5. attached
6. evidence
7. disposition
8. received
9. bankruptcy
10. explanation
11. acknowledgment
12. prospect
13. attorneys
14. partial
15. natural
16. status
17. independent
18. deposit
19. payable
20. extremely
21. special
22. quite
23. annoyed
24. commercial
25. courteous
26. already
27. regardless
28. alternative
29. confidential
30. throughout
31. maintenance
32. defective
33. dependable
34. banquet
35. excellent
36. choose
37. accept
38. recommendation
39. nation
40. sufficient
41. inadequate
42. abundant
43. endeavors
44. world's
45. ecology
46. pollute
47. adequate
48. muscles
49. person
50. artistic

Vol. 2
Series 90

UNIT EXAM 211
(Lessons 36-40)

Name _____ Date _____

1. suitable
2. commuting
3. quiet
4. transportation
5. desirable
6. exterior
7. competent
8. dependable
9. commitment
10. recommendation
11. preliminary
12. corner
13. personally
14. clear
15. thorough
16. touch
17. decision
18. economical
19. industrial
20. quit
21. heart
22. interstate
23. references
24. judgment
25. management
26. specific
27. separate
28. impressed
29. arrangements
30. chose
31. organization
32. lease
33. realty
34. facilities
35. transferring
36. satisfied
37. literally
38. mistake
39. definitely
40. investor
41. domestic
42. deductible
43. course
44. borrowed
45. quiet
46. exception
47. worthless
48. desert
49. middle
50. access

KEYS TO ALTERNATE UNIT EXAMINATIONS

Vol. 1
Series 90

UNIT EXAM 201-A
(Lessons 49-56)

Name _____ Date _____

1. described
2. occasionally
3. immediately
4. industry
5. calendar
6. spinets
7. remembered
8. extraordinary
9. technical
10. particularly
11. diploma
12. psychological
13. response
14. prospects
15. profitable
16. manufactured
17. masterpiece
18. installation
19. typewriters
20. electronics
21. superb
22. indeed
23. territory
24. including
25. briefcase
26. necessary
27. collect
28. prescription
29. originally
30. operating
31. urgent
32. candidate
33. problem
34. cooperation
35. programs
36. thousands
37. public
38. arrears
39. consideration
40. magazine
41. trimmed
42. campaign
43. frequently
44. activities
45. appreciate
46. ability
47. providing
48. telephone
49. alterations
50. contribution

Vol. 1
Series 90

UNIT EXAM 202-A
(Lessons 57-62)

Name _____ Date _____

1. probably
2. large
3. unfamiliar
4. ultimate
5. definite
6. objection
7. learned
8. publisher
9. justified
10. decision
11. hundreds
12. unexpected
13. agreement
14. salient
15. subscribers
16. vitally
17. promptly
18. government
19. management
20. distributed
21. advanced
22. display
23. obtain
24. apartments
25. appliance
26. supervisory
27. products
28. vehicle
29. welcome
30. available
31. accounts
32. various
33. entitled
34. recognized
35. efficiency
36. trespassers
37. effectively
38. customers
39. excellent
40. examined
41. lemon
42. flavor
43. managers
44. family
45. inspite
46. suggestion
47. supermarket
48. almost
49. distinct
50. impersonal

Vol. 1
Series

UNIT EXAM 203-A
(Lessons 63-70)

Name _____ Date _____

1. editors
2. scheduled
3. families
4. average
5. television
6. produce
7. supply
8. especially
9. individual
10. carefully
11. ingredients
12. definitely
13. administered
14. students
15. thoughtfulness
16. education
17. dislike
18. actually
19. subscription
20. rapidly
21. community
22. budget
23. prepared
24. booklet
25. performance
26. chapters
27. admissions
28. explained
29. announced
30. aviation
31. interested
32. dollars
33. insurance
34. wonderful
35. carpeting
36. developed
37. purchased
38. provision
39. personnel
40. manufacturing
41. accept
42. appreciation
43. regarding
44. directory
45. minimum
46. reservations
47. largest
48. liability
49. thriving
50. locations

Vol. 2
Series 90

UNIT EXAM 204-A
(Lessons 1-5)

Name _____ Date _____

1. popular
2. recently
3. delivery
4. package
5. deleted
6. indeed
7. misplaced
8. balance
9. pleasure
10. association
11. similar
12. spring
13. electronics
14. arranged
15. certainly
16. located
17. children
18. beautiful
19. cleaners
20. furniture
21. designed
22. elegant
23. organization
24. construction
25. return
26. conference
27. understand
28. history
29. department
30. regret
31. closing
32. simple
33. savings
34. positions
35. completed
36. visit
37. expect
38. probably
39. showroom
40. discount
41. radial
42. employees
43. percentage
44. matter
45. different
46. politely
47. appliance
48. stolen
49. select
50. badly

Vol. 2
Series 90

UNIT EXAM 205-A
(Lessons 6-10)

Name _____ Date _____

1. number
2. improve
3. delay
4. months
5. processing
6. brochure
7. college
8. degree
9. involved
10. catalog
11. formal
12. graduating
13. concern
14. today
15. central
16. materials
17. attention
18. financial
19. repair
20. assistance
21. election
22. background
23. goodwill
24. created
25. qualified
26. planned
27. population
28. entire
29. elementary
30. actually
31. various
32. neighborhoods
33. danger
34. greatest
35. library
36. invite
37. teachers
38. frankly
39. courses
40. evenings
41. afternoons
42. programs
43. professional
44. basic
45. limited
46. intermediate
47. favor
48. outlining
49. city
50. parents

Vol. 2
Series 90

UNIT EXAM 206-A
(Lessons 11-15)

Name _____ Date _____

1. realize
2. opportunity
3. handle
4. pleasure
5. organization
6. payment
7. established
8. throughout
9. finishing
10. hotel
11. discuss
12. appropriate
13. assignment
14. extremely
15. president
16. records
17. major
18. balance
19. large
20. application
21. registered
22. pleasant
23. recommendation
24. problems
25. address
26. newspaper
27. money
28. depositors
29. approach
30. arrived
31. supplies
32. operate
33. average
34. blank
35. references
36. perhaps
37. efficient
38. effectively
39. responsibility
40. manufacturing
41. position
42. forward
43. offers
44. charge
45. automobiles
46. used
47. doubt
48. person
49. borrowing
50. institution

Vol. 2
Series 90

UNIT EXAM 207-A
(Lessons 16-20)

Name _____ Date _____

1. position
2. agency
3. consider
4. trusted
5. direct
6. request
7. supervision
8. promotions
9. general
10. secretaries
11. advertising
12. suggest
13. people
14. happy
15. information
16. management
17. interoffice
18. dependability
19. period
20. competent
21. reliable
22. benefit
23. inside
24. encourage
25. limits
26. members
27. temporary
28. first
29. skills
30. family
31. expenses
32. adequate
33. insurance
34. practical
35. especially
36. recent
37. policy
38. surgical
39. trial
40. drawn
41. agreement
42. separately
43. booklet
44. blank
45. climate
46. enclosed
47. equipment
48. machinery
49. behind
50. personnel

Vol. 2
Series

UNIT EXAM 208-A
(Lessons 21-25)

Name _____ Date _____

1. elect
2. publishing
3. president
4. country
5. firm
6. respect
7. senator
8. number
9. governments
10. private
11. levels
12. national
13. consideration
14. amount
15. continue
16. better
17. character
18. determine
19. permits
20. floors
21. installed
22. property
23. additional
24. located
25. subdivision
26. scheduled
27. matter
28. outstanding
29. majority
30. council
31. delighted
32. treasury
33. original
34. urge
35. announcement
36. increase
37. desires
38. personally
39. gas
40. telephone
41. answer
42. change
43. interpret
44. properly
45. created
46. freedom
47. operators
48. branches
49. despite
50. almost

Vol. 2
Series

UNIT EXAM 209-A
(Lessons 26-30)

Name _____ Date _____

1.	national	26.	interested
2.	satisfy	27.	title
3.	valuable	28.	officially
4.	substantial	29.	window
5.	savings	30.	regulations
6.	investment	31.	qualifications
7.	maximum	32.	permission
8.	clerical	33.	members
9.	habits	34.	directors
10.	included	35.	currently
11.	statement	36.	reasonably
12.	notified	37.	proper
13.	explain	38.	survey
14.	accident	39.	dedication
15.	computer	40.	various
16.	terminal	41.	check
17.	automobile	42.	added
18.	identification	43.	business
19.	guarantee	44.	formally
20.	pleased	45.	interfering
21.	possibility	46.	initiated
22.	rules	47.	records
23.	arrival	48.	could
24.	largest	49.	instead
25.	supported	50.	tremendous

Vol. 2
Series 90

UNIT EXAM 210-A
(Lessons 31-35)

Name _____ Date _____

1. located
2. system
3. proud
4. drastic
5. used
6. area
7. delay
8. legal
9. commission
10. normal
11. electricity
12. suffer
13. service
14. vacation
15. wonderful
16. plans
17. gratitude
18. difficult
19. credit
20. natural
21. attitude
22. pressure
23. radius
24. residential
25. needless
26. commercial
27. stations
28. invested
29. below
30. interview
31. estimate
32. replace
33. group
34. better
35. routine
36. perhaps
37. program
38. solve
39. experts
40. today
41. energy
42. supplied
43. power
44. eventually
45. discovery
46. following
47. type
48. progress
49. found
50. period

Vol. 2
Series 90

UNIT EXAM 211-A
(Lessons 36-40)

Name _____ Date _____

1. purchasing
2. brick
3. provides
4. various
5. reputation
6. company
7. change
8. answers
9. different
10. standard
11. papers
12. final
13. average
14. brochure
15. stock
16. neighborhood
17. termites
18. throughout
19. inspection
20. project
21. beautiful
22. terms
23. excellent
24. bank
25. enjoy
26. floor
27. descriptions
28. arrangements
29. middle
30. meantime
31. future
32. facilities
33. adequate
34. understand
35. staff
36. history
37. thousands
38. assist
39. ample
40. families
41. investing
42. bonds
43. increase
44. homeowners
45. savings
46. deducted
47. encouraged
48. prospective
49. mountain
50. operation

KEY TO BRIEF FORM TEST

COMPREHENSIVE BRIEF FORM TEST

Name -Key- Date

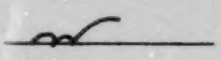
I
good
value
they
advantage
than
regular
speak
corresponded
Mr.
thank
one, won
suggest
idea
correspond
correspondence
have
was
opportunity
probable
subject
government
are, hour, our
which

immediate
several
characters
govern
this
them
what
particular
regard
there, their
enclose
about
out
character
a, an
be, by
Ms.
under
newspaper
would
soon
thing, think
every, ever
objected

for
and
advertise
wish
opinion
it, at
order
part
request
object
but
circular
business
very
responsible
in, not
when
doctor
state
throughout
is, his
yesterday
present
time

COMPREHENSIVE BRIEF FORM TEST

Name -Key- Date

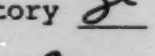
worth 

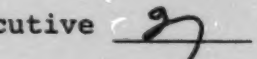
with

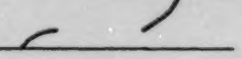
from

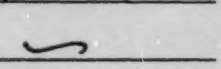
any

satisfy, satisfactory

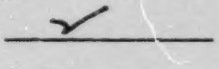
executive 

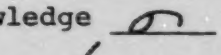
the 

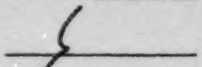
work 

state 

acknowledge

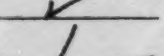
public 

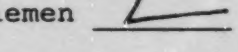
of 

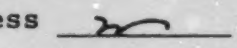
should 

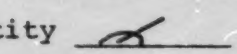
gentlemen

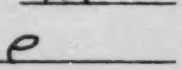
success

quantity 

that 

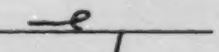
glad 

next 

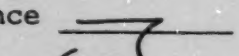
general 

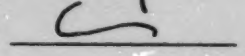
publish, publication

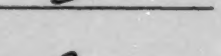
Mrs.

could 

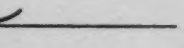
important, importance

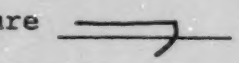
progress 

ordinary 

you, your 

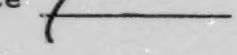
were

manufacture 

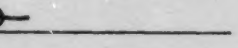
question 

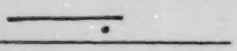
experience

can

send 

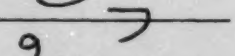
morning

envelope 

never 

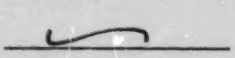
after

where

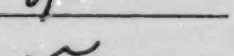
organize 

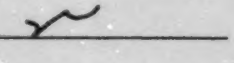
usual

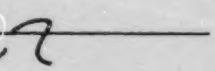
street

company 

over

world 

difficult 

recognize 

SCRIPTS FOR MAILABLE LETTERS

Lesson 49

Volume 1

Letter 1
(60 wam)

Mr. Mead:

Our salesman in Maine, Mr. Barry Gray, served notice that he will retire in June. I tried to get him/to stay, but he tells me his plans are final. It seems he is in poor health. He has not felt well since last April. We/will miss him.

You said last April that your secretary, Miss Mary Bates, likes to travel. Do you feel Miss Bates might/like to take Mr. Gray's territory? If you do, have her phone me.

Fred Bailey

Letter 2
(70 wam)

Ned:

As you may have read in the papers, my dad died last night. I will have to go to Dallas to settle/his affairs, including the selling of his home.

That means that I cannot meet with my class in the history of art at/the Pace School of Art during the week of May 16.

Can you take the class during my absence? Please phone me at/555-6703.

Mark

Lesson 49

Volume 1

Letter 3
(80 wam)

Mrs. Casey:

I am ready to admit that I made an error indeed in hiring Ben White. He is well liked,/ but the sales in his territory slipped again in April. I am afraid we cannot keep him in that/ territory. We will have to relieve him in March at the latest.

Please break the bad news to him.

Bill Parks

Letter 4
(60 wam)

To the Staff:

I regret to tell you that Mr. Ed Smith, the head of our mailing room, is leaving in May. He plans/to go back to school to earn his master's degree. He needs eight more hours to get it.

Mrs. Mary Jones, who is/my secretary, will take Mr. Smith's place as head of the mailing room in May.

Helen Harper

Lesson 50

Volume 1

Letter 1
(60 wam)

Dear Friend:

If you like to grow plants indoors, you should get a copy of the Plant Growers' Guide by Mr. Mark Brown.

In/his guide, Mr. Brown gives you easy steps to follow to grow healthy plants inside your home. He tells you which plants you/can grow and which plants you should not try to grow. He tells you when to water your plants and when to feed them. Get a/copy of this guide and make your home into a healthy haven for nice plants.

To get a copy of the Plant Growers'/Guide, sign and mail the attached card. We will send you a copy by parcel post. It is not necessary to send/cash; we will bill you for $8 later.

Yours very truly,

Letter 2
(70 wam)

Dear Sir:

I have good news for you. We have been able to collect from the Central Street Clothing Store in Maine the/$650 that you could not collect from them. We wrote them on June 10 that you were ready to sue them/if they did not pay their bill by June 28. After a week or so, their check came in.

Our collection fee/is $90; therefore, our check for the remainder - $560 - is attached.

If we can be of/service to you again, please call me.

Very truly yours,

Lesson 50

Volume 1

Letter 3
(80 wam)

Dear Madam:

As you know, on March 18 our Main Street store filled your prescription for a pair of reading glasses. Is/this pair of glasses giving you the best of service? Do the glasses fit properly? If you are not pleased with them,/stop in and let a member of our efficient, well-trained staff see them. Occasionally, only a minor/correction in the frames is necessary. We do not charge for this service.

We have a record of your prescription/in our files. Therefore, if you lose or break your glasses, you can simply call our Main Street store and we will have a new/pair ready for you in a matter of hours.

Sincerely yours,

Lesson 51

Volume 1

Letter 1
(60 wam)

Gentlemen:

We have decided that next month we will add a salesperson to our staff to cover the East Coast, where/we have not had anyone selling for us since 1976. We are willing to pay the right person a beginning salary of $1,000 a month.

If you know of anyone who is a likely/candidate for this job, please have him or her call Mrs. Mary Smith, our director of personnel, at/555-1156.

Thank you for any help you may be able to give us in filling this position of importance./

Yours very truly,

Letter 2
(70 wam)

Mr. Royal:

I am delighted to be able to tell you that this morning I had a good session with/Mr. Charles Burns, treasurer of the Troy Finance Company. We talked earnestly for about an hour, after which he said he would give his approval to our application for a loan of $40,000 so that we could/purchase the delivery trucks we need so urgently.

The company's check should arrive by August 8. When you/receive it, please arrange for the purchase of the trucks at once.

Charles Green

Lesson 51

Volume 1

Letter 3
(80 wam)

To the Staff:

As you will see by the enclosed copy of a letter I received from the Hill Book Company,/they may not be able to take care of all college book needs for fall classes because of a shortage of paper./ They urge us to place our fall order at once.

Would you be good enough, therefore, to indicate your fall book needs on/the enclosed sheet and send the sheet back before the end of this month. Thank you for your cooperation.

C. M. Yale

Letter 4
(60 wam)

Gentlemen:

Business Letters That Do the Job is not just one more book about business letters. It is a collection/of business letters that served the purpose for which they were prepared and that can be adapted to your own/letter writing needs.

The book has 250 letters. Each letter is analyzed so that the reader quickly/learns why the letter was effective.

Send for a copy of Business Letters That Do the Job. It costs only/$12. You can order your copy by filling in and mailing the order coupon attached to the/enclosed circular.

Yours truly,

Lesson 52

Volume 1

Letter 1
(60 wam)

Dear Mr. Benton:

Everyone likes to be a name-dropper at times, and we acknowledge that we are no different/from anyone else. We have many important, nationally known customers, and we are very proud of that/fact.

The United Development Company is an organization that gives its customers the advantage/of everything it has learned in over 40 years in the general construction business.

The next time/you need construction work, give us an opportunity to demonstrate what we can do. We would like to drop your/name too. So drop us a line, Mr. Benton. We will be glad to send you a brochure that we think contains answers/to just about every question you may have about us.

Sincerely,

Letter 2
(70 wam)

Dear Mr. Swift:

The purpose of this note is just to tell you that my nephew won his tennis match yesterday/morning by beating his friend John Fields decisively. The scores were 6-1, 6-1. He is now able to play in/the finals on Saturday, August 18.

Both Maria and Larry lost their matches today, but they played well. I/am very proud of them.

Remember me to Mrs. Swift.

Sincerely yours,

Lesson 52

Volume 1

Letter 3
(80 wam)

Dear Mr. Smith:

Inflation has caught up with the manufacturers of most products; it has now caught up with/piano manufacturers. In February, the prices of Mason pianos will go up. But you can beat/inflation by buying your piano now because we are having a special sale on all models from/November 10 through December 22.

Our showrooms are full of fine values in all types of pianos/-spinets, uprights, and grands-in styles and prices that will please you. If you place an order by December 10, we guarantee/ that your piano will be delivered by Christmas.

Remember, this sale ends on December 22.

Cordially yours,

Lesson 53

Volume 1

Letter 1
(60 wam)

Gentlemen:

Your records will show that I have not yet paid my bill for $450 to cover the/cost of the circulars you printed for me. Please understand that I have not overlooked this important bill, but/I am in very difficult financial straits at the moment because of illness. This accounts for my being/in arrears.

If it meets with your approval, I would like to work out my obligation on an installment/basis. A suggested payment plan is enclosed. Is this suggestion satisfactory with you?

Please acknowledge this/letter as soon as possible so that I can go ahead and make whatever financial arrangements are/necessary to satisfy my other creditors. Thank you for your consideration.

Sincerely yours,

Lesson 53

Volume 1

Letter 2
(70 wam)

Dear Ms. Hannah:

The Christmas holidays are occasions for fun, but they are times for spending money as well.

With/conditions as they are today, it is of great importance that you get the most for any money you spend on/food. We at Wilson Food Market realize that. Therefore, we are advertising many specials during the/entire month of November. You will have the opportunity to buy good meats, poultry, and groceries at prices/ which will not strain your budget.

Come in soon, Ms. Hannah, and let us help you make your holidays more enjoyable/with fine foods at minimum prices.

Sincerely,

Lesson 54

Volume 1

Letter 1
(60 wam)

Dear Mr. Bates:

Yesterday morning I received a letter from Mr. Charles Johnson, manager of the Progressive/Manufacturing Company.

He thanked me for introducing him to Ms. Mary Black, a possible/ advertising representative for their organization. He told me that he interviewed her for over an/hour regarding a sales position. Ms. Black evidently convinced him that she is a competent, dedicated/ person. He liked her very much and immediately engaged her to work as a general advertising/representative.

But I think Mr. Johnson should really be thanking you instead of me because you were/the one who introduced her to me. I am acknowledging his letter and at the same time suggesting that he/ also drop you a note of appreciation.

Sincerely yours,

Lesson 54

Volume 1

Letter 2
(70 wam)

Dear Mr. Cox:

You will remember that about eight days ago I promised you I would be district captain/for the United Fund Drive. I was anticipating the opportunity of working on the organization/of an efficient and successful campaign.

Unfortunately, Mr. Cox, I will not be able to/carry out my promise. Our Los Angeles staff is experiencing several difficult problems. It seems they're/having problems with some of their newspaper presses. Therefore, our chief executive officer requested that I/leave promptly for Los Angeles to try to find a satisfactory solution to them.

I will speak to Joe/Garcia as soon as he returns from a business trip and ask him to take my place.

Sincerely yours,

Lesson 55

Volume 1

Letter 1
(60 wam)

Dear Ms. Franks:

Please accept my apologies for not acknowledging immediately your request for/information regarding the psychological and sociological course offerings of the New/Institute of Technology.

These subjects are regularly taught by Dr. Harold Cummings, one of the world's most/widely recognized psychologists. If you enroll as a part-time student, you will not be subject to the/ residency regulations of a full-time student. As you will see on page 14 of the enclosed catalog, a/candidate must have a high school diploma or its equivalent to enter Dr. Cummings' courses. When you/ apply for these courses, you should bring along a transcript of your scholastic records.

If you have any further/questions about our offerings after you have studied the catalog, please call me, Ms. Franks.

Sincerely yours,

Lesson 55

Volume 1

Letter 2
(70 wam)

Dear Mr. Samuels:

At the World Bank we have more than 700 responsible men and/ women who are technical specialists serving exporters and importers.

In addition, we have over 500/experienced, efficient correspondents throughout the world who work hard to furnish answers to your/inquiries fully and speedily, usually in 48 hours. Why not put our experts to the test. Find out how we/can be helpful in providing ideas on ways to make your international business become more profitable./

Stop in soon and speak with one of our officers. If you wish, return the coupon at the bottom of the/enclosed circular to our main offices at 432 Yale Street. We will promptly send you a booklet which/describes our services in detail.

Sincerely yours,

Lesson 56

Volume 1

Letter 1
(60 wam)

Mr. Reddington:

Yesterday your secretary transmitted to me the plans and specifications for our/new facilities on Johnsonville Road in Pittsburgh, and I must say that they have caused me substantial concern./ Someone made several significant modifications in the last paragraph of the specifications dealing/with the electrical system of the building without consulting me.

As a matter of self-interest, Mr./Reddington, I must insist that all future alterations in any specifications be submitted/ to me or to my superintendnet, Mr. Short.

So that there will be no subsequent misunderstandings, please see/that all members of your staff receive a copy of this memorandum.

James H. Tarkington

Lesson 56

Volume 1

Letter 2
(70 wam)

Mr. Edwards:

As you will recall, five months ago we had some misgivings about investing $20,000/in newspaper advertising for our anniversary series of dress patterns. I am glad to/report that we made no mistake in our decision. Up to the present time, we have received more than 1,600/inquiries, and these inquiries have resulted in over 300 sales. Orders and inquiries are steadily/arriving in great quantities.

Our newspaper advertising has been an extraordinary and unquestioned/success. Under the circumstances, I suggest that we increase our newspaper advertising budget for/next year. We should probably request $50,000 for this purpose. What is your opinion?

Frank Long

Lesson 57

Volume 1

Letter 1
(60 wam)

Dear Mr. Underwood:

There is no question about it, Mr. Underwood. Prices of executives' clothing/are going up very shortly, and you will probably have to pay much more for your clothing than you had planned. What/choices do you have? You could lower your quality standards, but you may not get any satisfaction from that/idea. Or you could come to the Albany Men's Shop on State Street, where you can get good clothing values at/unusually low prices. We sell clothing in such large quantities that we can keep our prices down.

We regularly/receive fine clothing from recognized manufacturers throughout the world, and we have in stock an outstanding/selection from which you can choose. You can do all your shopping easily and quickly in our store. You will be served by/one of our experienced, responsible, and courteous representatives.

Therefore, I suggest that you stop/in sometime soon and order whatever you need for next winter. Take advantage of this extraordinary/opportunity to be well dressed without straining your clothing budget.

Yours very truly,

Lesson 57

Volume 1

Letter 2
(70 wam)

Gentlemen:

Enclosed is a copy of the correspondence I have exchanged with Mr. Harry B. Smith, publisher/of The Chemist. As you know, The Chemist is a publication issued bimonthly by the National/ Chemical Society. The circulation is 400,000 a month. I wish you would read this correspondence/ and tell us whether you think we would be justified if we were to advertise our products in a/ publication of this kind.

A stamped, self-addressed envelope is enclosed for your convenience. Thank you for whatever help/you can give us in making this important decision.

Sincerely yours,

Lesson 58

Volume 1

Letter 1
(60 wam)

Dear Mr. Price:

Ever since we opened our store ten years ago, it has been our aim to make the National/Supermarket one of the nicest places in town to shop. One of the ways we try to accomplish this objective/ is to hire dedicated, competent people.

Our store managers are the best in the business. Our checkout/ personnel are the most efficient, the fastest, and the friendliest in the business.

In spite of our efforts, however,/ we realize that we are not perfect. We want to do whatever we can to improve in the future. If you/have any suggestions that will help to make the National Supermarket an even better place in which to/shop, please send them to me as soon as possible. When we receive your suggestions, I assure you we will act on/them promptly.

Sincerely yours,

Lesson 58

Volume 1

Letter 2
(70 wam)

Dear Mr. Singer:

At the Birmingham Bank and Trust Company, we want to say yes whenever a person applies/for a loan. If you want a loan to make repairs on your house, to buy a car, or to take a two-or three-week/ vacation trip, come to us. We have been making loans to people for worthwhile purposes for more than ten years.

When you/need a loan, stop in at any one of our 12 offices and let us show you how quickly and easily/you can get one.

Sincerely,

Letter 3
(80 wam)

Dear Mr. Robinson:

As I am sure you realize, we should have had your check for $700 five weeks/ago to pay for the furniture you purchased on Wednesday, October 25.

Your record of payments has been/perfect in the past. Consequently, we feel something has happened that has made it impossible for you to pay/your bill. We want to do everything we can to help you, but we will not be able to do anything unless/you write us.

We hope, Mr. Robinson, that you will either pay your bill or tell us why you have not been able/to do so.

Cordially yours,

Lesson 59

Volume 1

Letter 1
(60 wam)

Dear Mr. Porter:

Because you are a successful interior designer, Mr. Porter, you will be/interested in an efficient way to reach the people who are in the market for your services. It is the/Designer's Directory, which we issue every year.

We send this directory to more than 4 million of our/regular subscribers. They are the persons who can afford to buy new home furnishings and to redecorate/their homes. The median annual income of our readers is over $20,000.

Our rates are quite/reasonable. A four-line listing costs only $65. To place your advertising message in this/directory, just type it on the enclosed form and mail it to us so that it reaches us by June 14. We/are confident you will be impressed with the results you will ultimately receive. We will bill you later./

Sincerely yours,

Lesson 59

Volume 1

Letter 2
(70 wam)

Dear Ms. Swift:

As a progressive publisher of instructional materials, you need the most reliable,/impartial information about enrollment trends in the various school-subject areas. To provide this/information, we have made a state-by-state study of school enrollments. This extremely valuable research/study will answer such important questions as these:

1. What is the actual size of the market?
2. Where is the/market concentrated?
3. What subjects have substantially increasing enrollments?

You can purchase a copy of/our research study for $12. Copies will be printed and delivered before the end of February./ To receive your copy, please sign and return the enclosed order form. When we receive your order, we will fill/it promptly. You will be making no mistake by ordering a copy, Ms. Swift.

Cordially yours,

Lesson 60

Volume 1

Letter 1
(60 wam)

Dear Mr. Bailey:

Lake Ferris is one of the world's largest, most beautiful lakes. It is so clear that you can/easily see the bottom 80 feet below the surface.

The people who live at Lake Ferris wanted to keep/it beautiful. Therefore, they took the precaution of building one of the world's most advanced sewage treatment systems/to protect it, and National equipment is a vitally important part of that pollution prevention/system.

National equipment also helps to protect water from industrial pollution. It removes/industrial chemicals from millions of gallons of waste water every day.

When you have a water pollution/problem, call us. We are ready to help you.

Yours very truly,

Lesson 60

Volume 1

Letter 2
(70 wam)

Dear Mr. Dennis:

We are sorry that a $9 interest charge was added to your September bill. As you/know, your account has never been overdue, and we are grateful for the promptness with which you regularly take/care of your monthly bills.

Would you prefer to have us send you a check for $9 or simply deduct this/amount from your October bill?

I assure you, Mr. Dennis, that we will be more careful hereafter. We hope you/will pardon us this time.

Yours truly,

Lesson 60

Volume 1

Letter 3
(80 wam)

Dear Sir:

Today our store faces a serious financial crisis. The rapid rise in prices has curtailed our/sales considerably, and our steadily increasing costs of selling have created a rather difficult/problem for us.

We have petitioned our creditors for relief in an effort to resolve our problems. To/implement our agreement with our creditors, we must raise cash immediately, and the only source of that cash/is the furniture we have on display.

Our store has a large inventory of fine furniture, all of which must/be sold quickly. Beginning immediately, therefore, we are offering this furniture for sale at substantial/discounts.

So come in soon and see for yourself the fine values you can obtain at low prices that will actually/amaze you.

Yours truly,

Lesson 61

Volume 1

Letter 1
(60 wam)

Dear Dr. White:

In the Thursday, April 10, issue of the Magazine of Electronics, I read three interesting,/entertaining, and informative articles on new developments in electronic transistors. It/was difficult to decide which one was actually the best.

I would like to translate all three articles into/French and run them in one of the magazines that I supervise and publish in France.

May I have your/permission to do this? A stamped, self-addressed envelope is enclosed for your convenience in writing to me.

Sincerely/yours,

Lesson 61

Volume 1

Letter 2
(70 wam)

Dear Mrs. Edwards:

Are you interested in spending less and getting more for the money you spend on food? Of course/you are. You can do so if you shop at the Main Street Self-Service Supermarket in Greenville. Here you will get/superior values. Here you will get more food for your money than you could get at any other store.

Why not/resolve that during the coming year you will spend less and obtain more. Begin to shop soon at the Main Street Self-Service/Supermarket. You will be glad that you did.

Our supervisors and our clerks would like to take this opportunity to wish you and your family a pleasant holiday season.

Sincerely yours,

Lesson 61

Volume 1

Letter 3
(80 wam)

Dear Mr. Emanuel:

When we say that our milk, cream, and other dairy products are superior to/others you can buy anywhere else, we can back up our statement. You see, Mr. Emanuel, our dairy products/come from our own creamery located in the heart of New York's richest dairy land.

Our creamery works only/for the Underwood Supermarket. It transforms fresh milk into delicious products that are transported to our/supermarket in our own trucks. When you buy our dairy products, you can count on their being fresh.

For the best in/dairy products and all other foods, shop at the Underwood Supermarket.

Yours very truly,

Lesson 62

Volume 1

Letter 1
(60 wam)

Dear Mr. Billington:

A review of the records of the Washington County Savings Bank indicates that we/do not have your tax identification number or your social security number. Under federal/regulations, we are required to have these numbers for all accounts.

In order that we may comply with the law,/it is exceedingly important that you furnish us with your taxpayer's identification number or social security number. Will you please fill out the blank that is enclosed and return it to us as soon as/possible. A stamped, self-addressed envelope is provided for your convenience in forwarding it to us.

Thank/you for your cooperation, Mr. Billington.

Sincerely yours,

Lesson 62

Volume 1

Letter 2
(70 wam)

Dear Friend:

As you know, many retired persons suffer hardships because they have to live on fixed incomes We have just/adopted a program that should prove exceedingly helpful to the senior citizens of our neighborhood./

Beginning Thursday, January 5, all senior citizens will be entitled to a 10 percent discount on/all food products. The only stipulation for eligibility in this program is that the person/ submit proof of age to our assistant manager, Ms. Lydia Arrington. She will then issue the person an/identification card, and this card should be presented to our cashier each time a purchase is made. The/cashier will automatically deduct 10 percent from the total purchase price.

If you are 65 or over,/get your identification card immediately. You will be able to make substantial savings in the/days ahead.

Your Neighborhood Supermarket

Lesson 63

Volume 1

Letter 1
(60 wam)

Dear Mr. Mead:

At a time when people are demanding more informative advertising, television/commercials are constantly getting shorter. The trend is toward 20 second spots which allow just enough time for/about 80 words. That amount of time is not sufficient to tell customers everything they want to know to/be well informed regarding the things you produce these days. They want to know about prices, guarantees, and many/other items.

Why not promote your products in the medium that can supply this information to your/potential customers. Place your advertising in newspapers, where the average reader can absorb 300 or/400 words in 30 seconds of reading time.

Newspapers have been the hardest-working advertising/medium for a long time. So, Mr. Mead, doesn't it make good sense to let them work for you?

Yours very truly,

Lesson 63

Volume 1

Letter 2
(70 wam)

Dear Mrs. Blanks:

If you are determined to get the most out of the hard-earned money you spend for food, there are/several points you should keep in mind. You should:

1. Take prompt advantage of sales. Build up a modest reserve supply,/especially of items you use regularly.

2. Select the appropriate size for your needs. Don't buy large/economy sizes unless they are actually needed.

3. Choose the quality that is suited to your/individual needs. If you are like most people, you probably don't always need top-quality brands.

4. Read carefully/the information printed on labels and check out the ingredients.

And, very important, shop at the/Temple Supermarket at 425 North[illegible]st in Daytona. Here you will find prices that will defi[illegible] please you.

Sincerely yours,

Lesson 64

Volume 1

Letter 1
(60 wam)

Dear Ms. Rush:

Even though we dislike having to do so, we will have to raise the subscription rates for the/Magazine of Music sometime this summer because our costs have seriously increased. Consequently, this is an/advantageous time to renew your subscription even though it will not actually run out for some time. We are/offering our present customers an opportunity to extend their subscriptions for an additional/35 issues for only $27.

Take a few moments now, Ms. Rush, to send us your renewal to the/Magazine of Music. It is not necessary to include a remittance with your renewal; we will bill/you later.

Sincerely yours,

Lesson 64

Volume 1

Letter 2
(70 wam)

Dear Mr. Blanks:

The Tiger was this country's first fine car utilizing front-wheel drive. When drivers discovered the/obvious advantages of an engine that delivers power to the front wheels, they were convinced. Fame of the/Tiger spread rapidly because people liked the feeling of a car being pulled rather than pushed.

In addition/to front-wheel drive, the latest Tiger has an efficient, effective emissions control system. Furthermore, it/gets as much as 31 miles on a gallon of gas.

Look at the latest Tiger the next time you are in town,/ Mr. Blanks. We will be glad to tell you all about it. If you wish, we will arrange for a test-drive at your/convenience.

Cordially yours,

Lesson 64

Volume 1

Letter 3
(80 wam)

Dear Mr. Sweet:

It is my genuine pleasure to write you that on Tuesday, May 11, our admissions/committee accepted your application to become a season member of the Madison Country Club. As you/may know, our season begins on May 30 and ends on Labor Day.

The dues for the coming year are/$200. In addition, you must pay a federal tax of $40. Please mail your check for/$240 in the envelope that is enclosed.

We are delighted to have you as a member, Mr. Sweet./

Sincerely yours,

Lesson 65

Volume 1

Letter 1
(60 wam)

Mrs. Washington:

It is a genuine privilege to add your name to the list of those who belong to the/One Million Dollar Club of the National Life Insurance Company. You have earned this high honor by providing/more than a million dollars' worth of additional protection for 500 clients last year.

In a few/days you will receive a plaque commemorating your achievement. In addition, you and your family will receive/a $4,000 trip to England that you may take any time that is convenient for you.

Congratulations,/Mrs. Washington, on a wonderful job. I am confident that shortly you will be able to join/our Two Million Dollar Club.

A. J. Brown

Lesson 65

Volume 1

Letter 2
(70 wam)

Dear Mr. Bolan:

Thank you for your order for 4,000 square yards of Superior carpeting at the/special price of $300 per hundred yards.

As you will see on the enclosed form, we are shipping you/ 3,000 yards this week. The remaining 1,000 yards will be shipped just as soon as we receive additional stock from/the manufacturer in Nashville. This should be about March 5.

I hope, Mr. Bolan, that this delay will not/cause you any inconvenience.

Cordially yours,

Lesson 65

Volume 1

Letter 3
(80 wam)

Dear Mr. Edwards:

Every business traveler should have a copy of the Executive Travel Guide. It tells you/everything you need to know about our schedules to several hundred major business centers in the North, East, and/West. You can easily plan exactly when to leave and when to return. This is an important reason why/thousands of people use the Executive Travel Guide every week.

Send for your copy today. It costs only/$14. We will be glad to add your name to our list of subscribers. Then the next time you are going someplace,/reach for the Executive Travel Guide. You will be able to complete your travel plans with ease and efficiency,/ Mr. Edwards.

Very cordially yours,

Lesson 66

Volume 1

Letter 1
(60 wam)

Mrs. Washington:

Please place an order immediately for 13,000 copies of the enclosed circular./ We still have a small quantity on hand, but that quantity will probably be exhausted in a few days./

When they are ready, please ship 300 of these circulars to the Birmingham Hotel, where I will be speaking/to the National Organization of Publishing Executives on Monday, November 4./ I will distribute them during the meeting.

If you have any trouble getting all 13,000 copies printed in time/for the meeting, ask the printer to make a short run of the 300 copies and fill the rest of the order/as soon as possible.

Will you please acknowledge this memorandum as soon as you receive it.

Ellen Martel

Lesson 66

Volume 1

Letter 2
(70 wam)

Dear Mr. Edwards:

I am completely mystified. In your letter you ask me if I could be a character/reference for Mr. Barry H. Johnson. I do not recognize the name. To my knowledge, Mr. Johnson was/never a member of our organization.

At one time we did employ a person by the name of Barry H./Jensen but Mr. Jensen left before I joined the organization.

I am sorry, Mr. Edwards, that I must/give you a rather unsatisfactory answer to your request.

Sincerely yours,

Lesson 66

Volume 1

Letter 3
(80 wam)

Ms. Worth:

Yesterday I was informed by Mrs. Black, of our personnel department that you will soon celebrate/your fifth anniversary as head of the correspondence department of the Bates Manufacturing Company./

As president of our organization, I wish to thank you for the extraordinary, valuable/contribution you have made in solving the difficult and unusual problems of that department. At this time/I am very well satisfied with the progress of that department.

Please accept the gift in the enclosed/envelope as a small token of our appreciation of your good work.

I hope, Ms. Worth, that you will be with us for/many more years.

A. B. Burns

Lesson 67

Volume 1

Letter 1
(60 wam)

Dear Dr. Blanks:

Thank you for your letter of Monday, June 4, telling me of your plan to spend a few days in/Chicago beginning Tuesday, July 10. We will, of course, reserve as much time as is necessary to talk/about the merger we discussed over the telephone several days ago.

I hope, Dr. Blanks, that you will have an/opportunity to go through our plant while you are here.

When your travel plans are definite, please let me know. I/will be glad to make plans to have one of our people meet you at the airport.

Yours very truly,

Lesson 67

Volume 1

Letter 2
(70 wam)

Dear Mr. Edwards:

One of the most difficult things that confront me in my job is writing collection letters./ I have to do two things - I must collect the money that is due us, and I must try to keep a customer's/goodwill.

You can make my job easier, Mr. Edwards, by sending your check for $750 to me as soon/as possible for the goods you ordered on July 17. As you know, we should have had your check by/September 1.

A stamped, self-addressed envelope is enclosed for your convenience.

Cordially yours,

Lesson 67

Volume 1

Letter 3
(80 wam)

Dear Ms. Curtis:

You will be interested to know that a few weeks ago two of my associates and I/purchased the Lexington Hotel in Panama. We are renovating the entire hotel, and we hope to be/able to finish the work by November 10, in plenty of time for the opening of the winter season.

If/you are planning a winter vacation, we hope that you will spend some time with us. As we expect to have a/busy winter, we suggest that you make your reservations as soon as possible so that we can give you just/the accommodations you want.

A reservation form is enclosed for your convenience.

Sincerely yours,

Lesson 68

Volume 1

Letter 1
(60 wam)

Dear Mr. Johnson:

In just a few years inflation can increase the cost of replacing your home and your possessions/by thousands of dollars. If it does, we will automatically increase the amount your homeowner's/ insurance will pay should you experience a loss. It is one less thing for you to worry about.

We can protect you/from loss by fire, theft, and many other things at exceedingly low rates. We are the world's largest, most successful/home insurance company.

If you would like to know more about our home insurance program, invite our district/representative to visit you at your convenience. You have nothing to lose and much to gain.

Cordially yours,/

Lesson 68

Volume 1

Letter 2
(70 wam)

Dear Mr. Myers:

Your letter in which you ask several detailed questions about the Model 218/calculator has been referred to me. As you probably know, we have just placed this calculator on the market.

If I were to answer every one of your questions completely in a letter, it would result in a long letter/indeed. May I suggest instead, Mr. Myers, that you talk to our representative in your area.

If/this is agreeable to you, please let us know on the enclosed self-addressed card when it will be convenient for/our representative to call.

Cordially yours,

Lesson 68

Volume 1

Letter 3
(80 wam)

Dear Ms. Barnes:

The law does not allow us to advertise our prescription prices in this state. However, nothing/says that you cannot come into our store, Ms. Barnes, and check them for yourself. We believe you have a right to know/prescription prices before you have your prescription filled.

At the Sweeny Supermarket, we have a large prescription/ department located at our Lexington Avenue entrance. It is operated by pharmacists who serve/you with courtesy, efficiency, and care.

Whenever you need medicine quickly, have your doctor phone us./ We will try to have the prescription filled by the time you call for it.

Sincerely yours,

Lesson 69

Volume 1

Letter 1
(60 wam)

Dear Mr. James:

Do you know that just one telephone call is all that is necessary for you to arrange your/flight, your hotel room, and your rental car on your next trip to any of the cities our airline serves? When your call/is completed, you will have confirmations for all three reservations.

How do we take care of this so fast? We/do it by computer. We have the largest, most efficient computer system in the airline industry. It is linked with hundreds of fine hotels and with the leading car-rental companies. No other airline can give you/so much help with just one phone call.

So call Transcontinental Airlines the next time you must travel to a city/we serve.

Cordially yours,

Lesson 69

Volume 1

Letter 2
(60 wam)

Dear Mr. and Mrs. Fox:

We are sorry that your stay at the Brownville Hotel will end tomorrow. We are all/aware of the problems involved in getting home from a vacation, and we want to assist you in making your/ departure as easy and effortless as possible. If you have not arranged transportation to the airport,/ stop by the reception desk. We can easily handle this detail for you.

As you know, our checkout time is/12 noon. However, if you cannot leave until later in the afternoon, we will transfer your baggage to our/storeroom. You are free to use all our facilities until your departure time.

We sincerely hope that you enjoyed/your stay with us and that you have a very pleasant trip home. We also hope that we will see you again before/long.

Sincerely yours,

Lesson 69

Volume 1

Letter 3
(70 wam)

Dear Mr. Bright:

Postage rates are high, and they will be still higher in the days ahead.

To help publishers keep their/mailing costs down, we have developed a special paper that is about 40% lighter than ordinary/ paper.

If you are interested in keeping your postage costs down, let us give you the complete story. A/visit by one of our representatives will cost you nothing, but it may save you thousands of dollars.

Sincerely/yours,

Lesson 70

Volume 1

Letter 1
(60 wam)

Dear Ms. Bates:

Would you like to learn a second language, taught with the most modern and successful methods? At the/Imperial Language Institute, you will study with Dr. Carlos Lopez, dean of our faculty, and his staff./

As you have probably read in the newspapers, Dr. Lopez has developed psychologically sound methods/for language teaching and has contributed several articles of major importance to educational/ publications on the subject. After only three or four hours' work, you should be able to carry on an/elementary conversation in a second language without any difficulty.

We hope you will come/in soon, Ms. Bates, and let us give you your first lesson free of charge. You will be glad you did.

Sincerely yours,

From Lesson 40

Lesson 70

Volume 1

Letter 2
(70 wam)

Dear Mr. Dwyer:

As a well-deserved tribute to the inspiration and leadership of Henry Trenton, chief/executive of the Trenton Hotel Corporation, our board of directors decided yesterday to change/the name of the famous Intercity Hotel to the Trenton Hotel.

In addition to being one of the/world's largest hotels, the Trenton has won for itself an enviable reputation throughout the world as a/friendly and most efficient public institution. The Trenton contains more than 4,000 rooms and requires the/services of over 3,000 people. All of them are anxious to make you stay as pleasant as possible./

We hope, Mr. Dwyer, that you will stay with us frequently.

Sincerely yours,

From Lesson 40

Lesson 70

Volume 1

Letter 3
(80 wam)

Gentlemen:

I wish I could write you that I am enclosing a check as the World Advertising Company's/contribution to the annual fund drive of the Benson Institute of Technology. But because our/ organization frequently receives requests from almost every state in the union in which we contribute to/responsible charities and other worthy causes, our board of governors now requires us to maintain/ a budgetary limit on the contributions we can make. Unfortunately, our funds for the present year were/exhausted several months ago.

We recognize the fact that Benson Institute's cause is an exceedingly good one,/ but we regret that it will be impossible for us to contribute to it.

Sincerely yours,

From Lesson 40

Lesson 1

Volume 2

Letter 1
(60 wam)

Dear Mrs. Keith:

For the past few months we have been selling General clothing to our retail customers. We are/delighted to say that public acceptance of this new line is much greater than we had expected it to be./

At this time we have sold nearly all our original order, and we will probably be placing another/order in the near future. I have an idea, Mrs. Keith, that General clothing will soon be one of our best-/sellers.

We are very glad, of course, that you introduced us to General clothing.

Very sincerely yours,

Lesson 1

Volume 2

Letter 2
(70 wam)

Dear Mr. Stern:

If you have good justification to request a loan and have every reason to believe that you/can repay it, come to the National Trust Company. We want to say yes to your request.

For example, if your reason/is that you need a new car, we can say yes to a request for a loan up to $8,000. If you wish, we will even/reserve your money for a period of 90 days while you shop around in order to make the best possible/deal.

We have loan officers at more than 50 locations who can say yes to you. When you need a loan for a/worthwhile purpose, stop in at any one of them. We will be glad to see you, Mr. Stern.

Sincerely yours,

Lesson 1

Volume 2

Letter 3
(80 wam)

Dear Ms. Edwards:

In just a few years inflation can increase the cost of replacing your home and your possessions/by thousands of dollars. If it does, we will automatically increase the amount your home-owner's/insurance will pay should you experience a loss. It is one less thing for you to worry about.

We can protect you/from loss by fire, theft, and many other things at exceedingly low rates. We are the world's largest, most successful/home insurance company.

If you would like to know more about our home insurance program, invite our district/representative to visit you at your convenience. You have nothing to lose and much to gain.

Sincerely yours,/

Lesson 2

Volume 2

Letter 1
(60 wam)

Dear Mr. Brown:

I have just received the letter about the sweater you bought for your niece. I am very sorry that/you are not happy with the way the sweater looked after it was cleaned.

I am wondering, Mr. Brown, if your niece/followed the cleaning instructions for the garment. Some of the new sweaters in our clothing department require hand/washing. The chemicals used in dry cleaning establishments can actually damage them. Perhaps this was the case/with the sweater you bought.

Please check the label carefully, Mr. Brown, and then bring the sweater back to us if you/still feel the garment is defective.

Sincerely yours,

Lesson 2

Volume 2

Letter 2
(70 wam)

Dear Mr. Edwards:

It is with great pleasure that we welcome you as a subscriber to Condensed Books and forward/to you the enclosed introductory volume. We hope you will enjoy it.

As the editors of Condensed Books,/ we hope that this will be the beginning of a long, mutually rewarding relationship. As you know, you will/receive five volumes of at least 500 pages each at the exceedingly low price of $5 each, plus/28 cents postage.

We hope, Mr. Edwards, you will agree that Condensed Books truly offers you some of the most stimulating reading available today, while enabling you to make savings in time and money.

Very/truly yours,

From Lesson 62, Volume 1

Lesson 2

Volume 2

Letter 3
(80 wam)

Dear Mrs. Strong:

One of the most popular numbers in the telephone directory is (216)/555-8106. Three or four thousand men and women call it every week for many reasons. They call it when/they want to sell a house, when they want to find a job, or when they want to rent an apartment.

At the other end/of that number is one of the more than 100 people who take ads for the Daily Times. These people provide/ prompt, efficient, and helpful services to our customers. However, they do more than simply take customers'/ads; they actually help them prepare the ads.

So the next time you have something you want to buy or to sell, call/us and let us help you. You will be able to get quick results at minimum costs, Mrs. Strong.

Cordially yours,/

From Lesson 62, Volume 1

Lesson 3

Volume 2

Letter 1
(60 wam)

Dear Mr. Keith:

Miss Mary Case, one of your employees, has applied for a National credit card and has given/your name as a reference. The National Credit Company always makes a thorough check of the financial/record of each credit applicant. Each applicant must pass several stringent credit tests before his or/her application is approved.

We wonder, Mr. Keith, if you will be good enough to help us in this case. Enclosed/is a reference form. Please fill it out in detail and return it to us in the envelope that is also/enclosed. There is ample space on the reverse side of the form for any general comments you may wish to/make.

Thank you for your help.

Sincerely yours,

Lesson 3

Volume 2

Letter 2
(70 wam)

Dear Mr. Overman:

The people who read Electronics Journal are different from the readers of other magazines. When they receive an issue, they actually read the advertising before they read the entertaining and enlightening articles. They look for new, practical ideas that they can use in their own businesses.

As you will see by the enclosed circular, Electronics Journal has a circulation of more than 300,000 men and women who are in supervisory positions throughout the world. Because they work in jobs of major responsibility, they are in a position to purchase your electrical products. Under the circumstances, wouldn't you be smart to tell them the story of your electrical products in our advertising pages?

Take advantage of the special introductory offer which is outlined in the circular. You will be making no mistake, Mr. Overman.

Very truly yours,

From Lesson 61, Volume 1

Lesson 41

Volume 2

Letter 1
(60 wam)

Dear Ms. Winter:

Thank you for your recent letter concerning the leather chair you purchased at our store in Miami/last month. I am sorry that the chair was not delivered on the day that you expected it.

I checked our records/ and found that the chair is scheduled to be delivered next week rather than this week. I cannot understand how/the mistake could have occurred. We can deliver the chair on Wednesday, Thursday, or Friday of next week. Please let us/know which day is best for you.

Please accept our apologies for this mistake, Ms. Winter. We will certainly do/everything in our power to prevent this type of mistake from happening in the future.

Cordially yours,

Lesson 4

Volume 2

Letter 2
(70 wam)

Dear Mr. Worth:

Protecting a large manufacturing plant is a complicated, difficult job. That is why hundreds of progressive companies throughout the country rely on the Pittsburgh Security Company to protect their property from thieves, vandals, and other trespassers. They know that in our organization we have people who know how to handle security problems effectively and efficiently.

Let us help you protect your plant, Mr. Worth. You will find our rates quite reasonable.

Sincerely yours,

From Lesson 57, Volume 1

Lesson 4

Volume 2

Letter 3
(80 wam)

Dear Ms. Byrd:

At this time our editors are working on our twentieth annual Guide to Women's Clothing. It is/scheduled to appear early this winter. It will contain more than 400 pages, and it will reach several/thousand well-informed women throughout the country. These women are members of families that have an income that is/50 percent more than the national average income. The can demand-and do demand-the best.

You can reach these/prospects with a full-page ad in our guide for only $500.

If you want definite, detailed/information about our guide, call our advertising manager, Mr. Clinton J. Moses, ac 555-1180./ You will be glad you did, Ms. Byrd.

Cordially yours,

From Lesson 63, Volume 1

Lesson 5

Volume 2

Letter 1
(60 wpm)

Dear Mr. Lang:

Last Saturday I was in your department store and decided to purchase a new electronic/microwave oven for use in my home. The oven was fairly small, and I decided to take it along/with me in my car. I was, of course, extremely careful in transporting it and installing it. I read the/instructions very carefully, needless to say.

I prepared one meal successfully in the oven. The next time I/tried to use it, however, the oven would not function. I read the instructions once again, but the oven still/would not work. I did not try to operate the oven with the door open, and I never started it while it/was empty. I feel the problem must be blamed on defective equipment.

Please send one of your service representatives/to my home sometime next week to see what the trouble could be.

Sincerely yours,

Lesson 5

Volume 2

Letter 2
(70 wam)

Dear Ms. Frank:

Here are some impressive statistics. The December 1 issue of the Sunday Times contained/700 pages and weighed 6 pounds. The newsprint alone cost us almost $2. To figure the total cost, you/would have to add the cost of ink, distribution, and a share of the salaries of more than 5,000 of our/employees. Yet you could buy a copy for the exceedingly low price of $1.

It takes a big newspaper/to cover the rich, varied interests of our more than 4,500,000 highly educated/readers.

Advertisers spend 20 percent more of their advertising dollars to reach high-income Times readers/than they do to reach readers of any national magazine.

If you are interested in reaching this affluent/audience, you should place an ad for your products in the Sunday Times.

Cordially yours,

From Lesson 65, Volume 1

Lesson 6

Volume 2

Letter 1
(60 wam)

Dear Mr. Morris:

It was a pleasure to receive your application for admission to the Jones Technical/Institute. I am delighted to tell you that you have been accepted for the term beginning in September./

We are very happy that you have chosen Jones Technical Institute as the school in which to continue/your education. We are sure that you will profit from the time you spend here. As you know, at our school you will receive/intensive training that will prepare you for a fulfilling, satisfying career in business.

Please call the/office and make an appointment to see one of our counselors during the months of June, July, or August. We/will discuss your career objectives at that time and schedule the proper technical subjects for you.

We are very/glad, Mr. Morris, that you will be with us in September.

Sincerely yours,

Lesson 6

Volume 2

Letter 2
(70 wam)

Gentlemen:

Have you ever given any thought to using sound films to promote the products you manufacture?/ With sound films you can present the important arguments in favor of your products to several potential/customers at one time, with the confident knowledge that you have not omitted anything of importance.

I will/be glad to demonstrate to you and the other officers of your organization how our equipment works./ My demonstration is short; it will take less than half an hour.

On the enclosed card simply indicate when I may/call. Then mail the card back to me.

Sincerely yours,

From Lesson 52, Volume 1

Lesson 6

Volume 2

Letter 3
(80 wam)

Dear Ms. Dexter:

The Christmas holidays are occasions for fun, but they are times for spending money as well.

With/conditions as they are today, it is of great importance that you get the most for any money you spend/on food. We at the Wilson Food Market realize that. Therefore, we are advertising many specials during the/entire month of December. You will have an opportunity to buy good meats, poultry, and groceries at prices/ which will not strain your budget.

Come in soon, Ms. Dexter, and let us help you make your holidays more enjoyable/with fine foods at minimum prices.

Sincerely yours,

From Lesson 53, Volume 1

Lesson 7

Volume 2

Letter 1
(60 wam)

Dear Miss Lee:

It was a pleasure visiting you and your parents in your home last week. The staff here at the Dallas/Business College is very glad that you have chosen our school in which to continue your education beginning/this September.

Enclosed is a copy of our schedule of classes. Because you indicated that you are/interested in pursuing a course of study in secretarial science, I hope you will pay particular/attention to the last section in the schedule. There you will find listed many secretarial science/classes I am sure you will be interested in taking.

Also enclosed is a schedule of social activities/sponsored by the college. We have an active student council that has scheduled a number of interesting, varied/programs for the year.

We know that you will enjoy studying here at Dallas Business College. If you have any/further questions, just call the main office or drop by to see us.

Very truly yours,

Lesson 7

Volume 2

Letter 2
(70 wam)

Dear Ms. Weston:

Each year there are thousands of books written and published on every conceivable subject. So/many books are being offered to the public today, in fact, that the ordinary individual does not/ know which ones to choose to read.

To be sure that you do read the important books of our time, we think that you should have/the opinions and ideas of experts. You should have, in addition, a general list of publications from/ which to choose. You will have these things, Ms. Weston, if you receive the Readers' Magazine regularly.

Why/not take advantage of the special introductory offer described in the enclosed circular. You can send us your/order in the envelope that is also enclosed. We will not bill you until after the first of the year./

Sincerely yours,

From Lesson 54, Volume 1

Lesson 8

Volume 2

Letter 1
(60 wam)

Dear Friends:

We are happy to report that the bond issue to finance the construction of a new stadium for the public schools passed by a large margin. With the money now available, we can begin building what will ultimately be the best stadium in the entire area.

We want to thank each of you who voted for the issue for your confidence, and we want to give you our assurance that we will do our very best to be sure that every dollar spent on the stadium will be properly invested.

We are now seeking a construction company that will guarantee us that the stadium will be built on schedule without any cost overruns. Needless to say, we are all looking forward to the time when our local high school teams will be participating in sports activities in the new stadium.

Thank you for your confidence in the school board and in the future of our city.

Very truly yours,

Lesson 8

Volume 2

Letter 2
(70 wam)

Dear Mr. Singer:

Thousands of responsible taxpayers regularly pay larger federal, state, and/other taxes than necessary because they do not take advantage of all the ordinary deductions to/which they are entitled under the law.

To be sure that you do not overpay your taxes this coming year,/ purchase a copy of Dwyer's Practical Tax Guide. This very useful publication contains the answers to/about 500 difficult questions that taxpayers have asked during the past ten years.

The guide was written by/Dr. Lydia White, a well-known, recognized tax expert and successful accountant, and published by the World/Publishing Company. The guide will tell you everything you should know to compute your tax satisfactorily./ Dwyer's Practical Tax Guide sells for only $15 and, in our opinion, it is worth much more than that price./ An order blank and stamped envelope are enclosed.

Sincerely yours,

From Lesson 53, Volume 1

Lesson 9

Volume 2

Letter 1
(60 wam)

Dear Mrs. Lexington:

You are no doubt aware that the bond issue to finance construction of several new/elementary schools in neighborhoods throughout the city was passed. The voters gave their approval to construct/all but one of the schools. Under the circumstances, I believe that our campaign to get the issue passed was highly/successful.

You will be happy to know that the bonds have been sold to a group of local banks and that we should/be able to select a contractor soon. We hope to have some of the buildings completed before the end of/next year.

We believe, Mrs. Lexington, that it was the combination of the efforts of many of our/citizens that helped us obtain approval for this construction.

Sincerely yours,

Lesson 9

Volume 2

Letter 2
(70 wam)

Dear Sir:

If you have a weight problem, by all means get a copy of Miss Ethel Green's Reducing Can Be Easy./ In her reducing guide, Miss Green says that you can have bacon and eggs for breakfast, you can have cream in your coffee,/ and you can even have French dressing on your salad-and still lose weight. At least 20,000 people have tried Miss/Green's methods of losing weight and are lavish in their praise.

Reducing Can Be Easy sells for only $12./

Sincerely yours,

From Lesson 50, Volume 1

Lesson 9

Volume 2

Letter 3
(80 wam)

Dear Dr. Quinn:

Today we are faced with an important problem that could influence the ordering and shipping/ of books to colleges next fall. This problem is a paper shortage caused by strikes that have stopped work at the plants of/many paper manufacturers. We think that the effect of these strikes will soon be felt by the entire book/industry.

If I were you, therefore, I would try to persuade your staff to decide quickly what books they will need for their/classes in the fall semester and place an order for them. Any orders that we ship in May and June will not/be billed before the end of July.

Sincerely yours,

From Lesson 51, Volume 1

Lesson 10

Volume 2

Letter 1
(60 wam)

Dear Ms. Taylor:

You are well educated, successful, and intelligent. You have a major job with a large/corporation. You have achieved a great deal in a very short period of time.

Are you completely satisfied,/however, with every aspect of your business performance? Most executives rank high in nearly every/ aspect of public life except one. What is that one area? It is public speaking.

If you are one of those/executives who do not present themselves properly in front of a small group, before a meeting of the board/ of directors, or at a gathering of stockholders, the American Speech Academy may have the/solution to your problem.

Write today and we will be happy to send you complete information about our speech/courses for business executives.

Cordially yours,

Lesson 10

Volume 2

Letter 2
(70 wam)

Dear Mr. Harrington:

It is with considerable reluctance that I send you my resignation as/corresponding secretary and treasurer of the Nashville Town Club.

Dr. Mildred Lang, my physician, tells me/that I have developed a slight heart condition, and she suggests that I curtail my activities/immediately. Under the circumstances, I believe that I must tender my resignation.

I am, of course, sorry/to do this. However, I am delighted to be able to report that I can turn over to my successor/a set of records that is in particularly good condition. This morning our books were audited by/Mr. Michael Pulaski of Buckingham Associates. He told me that he found everything to be in/ superb shape.

I will certainly work closely with my successor to ensure an orderly transfer of my/responsibilities.

Sincerely yours,

From Lesson 56, Volume 1

Lesson 11

Volume 2

Letter 1
(60 wam)

Dear Miss James:

We were happy to receive your letter requesting credit with our company. We want to welcome/you and your organization, the Superior Publishing Company, to Troy. We are very glad that you/want the Troy Office Furnishings Company to help you furnish your new office here. Thank you for giving us this/opportunity.

The Troy Office Furnishings Company, which is the largest store of its kind in the entire/area, has a complete line of office furniture and supplies. I am sure we have everything you will need/to get your new office ready. I am enclosing a circular that shows many of the special buys that are/available during the months of June, July, and August.

I am also sending you a credit application/form. Please fill it out and return it as soon as possible. We will then be able to process your first order/as soon as it arrives.

Yours truly,

Lesson 11

Volume 2

Letter 2
(70 wam)

Dear Mr. Worthington:

Within the next two or three days, my assistant superintendent, Mr. Wilmington,/ will forward to you a diagram prepared by my division for the placement of tables, desks, and other/equipment of the statistics department in our new quarters in the Transportation Building. Please study the/diagram carefully and be prepared to discuss with Mr. Wilmington and me the installation of the/electrical outlets you will require for your electric calculators, electric typewriters, and the/other electrical equipment you have in your department.

Would it be convenient for you to meet with us on/Friday afternoon, September 15 at about 3 p.m.? If that time is not satisfactory, please/suggest a time that will be.

Sincerely yours,

From Lesson 56, Volume 1

Lesson 12

Volume 2

Letter 1
(60 wam)

Dear Mr. White:

Thank you for your letter asking for information about why I have not been using my charge/account at your store. No, you have not done anything to offend me, and you have not failed to do anything I/wanted you to do.

I have been on an extended business trip for the past few months. As a result, I have not/been able to use my account. I traveled by automobile more than 13,000 miles during this time. Frankly,/I am very glad to be back home.

You may be sure, Mr. White, that your new catalog, which arrived today,/has many things that appeal to me. I will be shopping in your store during the first six days of your special sale./

Thank you for your interest.

Cordially yours,

Lesson 12

Volume 2

Letter 2
(70 wam)

Dear Gary:

I am sorry to have to write you that we will not be able to ship you 12 staplers by June/15 as we originally promised. For the past six weeks we have not been able to get the steel we need to/produce these staplers because of an illegal strike at our Grand Forks plant. We have been told, though, that the strike has been/settled and that we would have the necessary steel in a matter of eight or ten days.

I will telephone you/when I am sure of the date on which we can ship your staplers.

Sincerely yours,

From Lesson 50, Volume 1

Lesson 12

Volume 2

Letter 3
(80 wam)

Dear Senator Swift:

According to our records, July 20 is the day that you and Mrs. Swift got back from/your vacation. We sincerely hope that you had a great deal of pleasure on your vacation.

The first days after/you get back home are often busy days. There are lots of chores to take care of to get your home operating with/efficiency again. That is why we are attaching a card on which you can indicate when we should start your/milk service again.

Why not fill in and mail the card while you have it in your hand. It needs no postage.

Sincerely/yours,

From Lesson 50, Volume 1

Lesson 13

Volume 2

Letter 1
(60 wam)

Dear Dr. Jennings:

Did you know that over 50 percent of the doctors in the state of Kentucky make use/of the Lexington Credit Service? Why do they do this? The main reason is that doctors are specialists in the/ field of medicine. They are not specialists in business.

The Lexington Credit Service is comprised of a group/of professional business executives who can attend to all your business needs and let you use your own time/to best advantage.

If you would like to discuss this service, just call us at 555-1640.

Sincerely/yours,

Lesson 13

Volume 2

Letter 2
(70 wam)

Harper Ladies' Store will give a ten-hour course in the latest methods/of sewing. In that course you can learn to sew with our newest sewing methods. You can learn the secrets of sewing/in a matter of hours.

The class will meet in the back room of the first floor of our store. If the course appeals to you,/telephone Miss Beth Barnes at 555-2683. Miss Barnes will assign a seat to you.

The Harper Ladies'/Store

From Lesson 49, Volume 1

Lesson 13

Volume 2

Letter 3
(80 wam)

Mr. Reddington:

Yesterday your secretary transmitted to me the plans and specifications for our/new facilities on Jacksonville Road in Pittsburgh, and I must say that they have caused me substantial concern./ Someone made several significant modifications in the last paragraph of the specifications dealing/with the electrical system of the building without consulting me.

As a matter of self-interest, Mr./Reddington, I must insist that all future alterations in any specifications be submitted to/ me or to my superintendent, Mr. Sweet.

So that there will be no subsequent misunderstandings, please see/that all members of your staff receive a copy of this memorandum.

James H. Tarkington

From Lesson 56, Volume 1

Lesson 14

Volume 2

Letter 1
(60 wam)

Dear Ms. Cunningham:

I am very happy to write a good reference for Mr. James Parker, who was a former/employee of my company. Mr. Parker worked for me for ten years. During that time he proved to be a/person of good character who willingly accepted major responsibilities.

He began as a/secretary but soon advanced to the position of supervisor in the correspondence department. After five years in the correspondence department, he was promoted to a position of greater responsibility/in the credit department, where he stayed until he left a few months ago. We were very sorry that/he decided to leave, but he wanted to live in an area with a cooler climate.

We found Mr. Parker/to be a superior employee; we are sure you will too.

Sincerely yours,

Lesson 14

Volume 2

Letter 2
(70 wam)

Dear Dr. Short:

Next Tuesday, November 7, you will have an opportunity to exercise a very/important privilege, the right to vote. I think the right to vote is the very foundation of our/particular system of government. It means that every one of us can state his or her opinions and ideas/regarding any subject without fear and can tell our government what direction it should follow.

Before you go to/the polls, we suggest that you inform yourself about the candidates, their experience, and the things they stand for./ Decide which candidates will best represent your interests and the interests of the general public. Then vote/ accordingly.

As you know, your home is located in District 4. In this election District 4 residents will/vote at the State Street School. The voting hours are from six in the morning until four in the afternoon.

Take advantage/of your franchise by voting on November 7.

Sincerely yours,

From Lesson 66, Volume 1

Lesson 15

Volume 2

Letter 1
(60 wam)

Dear Mr. Morris:

Enclosed is a copy of our statement for the month of October. You will recall that the/original statement was mailed to you three months ago. Since that time we have sent you two additional statements,/but you have not acknowledged any of them.

As you know, it is very important for a person to keep a/ good credit rating. Frankly, Mr. Morris, you are in danger of losing your good credit rating. If we do/not receive a check from you or at least an acknowledgement, we will be forced to take legal action against you./ This action will, of course, damage your credit rating.

Take a few minutes now to write a check and place it in the/ mail to us. If that is not possible, please turn this letter over and write us a note telling us what the problem/is. We definitely want to help you, but we will not be able to do so if we do not hear from you./

Yours very truly,

Lesson 15

Volume 2

Letter 2
(70 wam)

Mr. Wade:

Last night I glanced at the list of people you plan to invite to our April sales meeting in White Plains./ I did not see the name of Mrs. Helen Gates, whom I plan to assign to the city of Memphis in May. Did/you invite her? If you did not, please do so.

Harvey Steel

From Lesson 49, Volume 1

Lesson 15

Volume 2

Letter 3
(80 wam)

Dear Dr. Roy:

I was sad to receive a note this afternoon from our sales manager in which he says that we/have not had an order from you since February 15. Because for many years we have received at least one/order a month from you in our Third Street store, we are wondering whether:

1. We have not given you the efficient,/personal service you deserve.
2. The goods on your last order were not up to par.
3. You simply have had/no need for our products.

Could you take a moment soon to write us an acknowledgement of this letter and tell us/which reason is the correct one. We really want to know. Thank you for your cooperation.

Sincerely yours,

From Lesson 52, Volume 1

Lesson 16

Volume 2

Letter 1
(70 wam)

Dear Mr. Johnson:

Two weeks ago I had a real emergency in my office. My secretary was at/home with a bad case of the flu, and two members of my clerical staff were away on vacation. A good/customer of our company called and asked to have a special order processed immediately. At first thought/it would not be possible for me to handle the order. However, I thought of your temporary personnel/service, and I called your representative, Ms. Jane Smith. She quickly took a few notes, and within an hour there/were four experienced people ready to go to work for me.

These people worked eight hours a day for two days, and/the job was completed. Thanks to your company and its personnel, Mr. Johnson, we saved a large order and/satisfied a good customer. I just wanted to tell you how pleased I am with the quality and quantity/of the work your staff did. Will you please give my sincere thanks to Ms. Smith and her excellent staff.

You may be sure that/the next time I need temproary office help, I will call on your organization.

Sincerely yours,

Lesson 16

Volume 2

Letter 2
(80 wam)

Dear Mr. Baxter:

Welcome to the family of charge customers of the Victory Men's Shop. We look forward/with genuine pleasure to serving your needs promptly, efficiently, and courteously.

We have been satisfying/the clothing needs of the men in this community continuously since 1960, and we are/confident that we can satisfy your needs as well. Our clothing is recognized by men throughout the area for/its character, its style, and its quality.

We know you will be pleased with our fine values, and you will be delighted/with our prices that are so easy on your budget.

Do come in soon, Mr. Baxter, and look over the new/summer suits we have just placed on our racks.

Sincerely yours,

From Lesson 64, Volume 1

Lesson 17

Volume 2

Letter 1
(70 wam)

Dear Miss Edwards:

I am happy to write a letter of recommendation for Mr. Joseph Gold. He is a/person in whom I have a great deal of confidence. As you know, Mr. Gold was in three of my classes while he/was a student here at Tate College in New Orleans.

First, he studied personnel management with me, and he was/ one of the best students in the class. Second, he enrolled in my production management class. While he was not one/of the best students in that particular class, he attained a better-than-average knowledge of the field. Third, he/took my course in human relations. In this class he was an exceptionally good student. In fact, the other/students often asked his opinion on case problems before attempting solutions themselves.

When Mr. Gold/graduated, he was immediately hired by a large electronics manufacturing company in Little/Rock to work in the area of personnel development. I am sure that if you hire him to work for/your electronics firm, you can expect superior performance from him every day.

Sincerely yours,

Lesson 17

Volume 2

Letter 2
(80 wam)

Dear Mr. Fox:

You will remember that about ten days ago I promised you I would be a district captain/for the United Fund Drive. I was anticipating the opportunity of working on the organization/of an efficient and successful campaign.

Unfortunately, Mr. Fox, I will not be able to/carry out my promise. Our Los Angeles staff is experiencing several difficult problems. It seems they're/having trouble with some of their newspaper presses. Therefore, our chief executive officer requested that I/leave promptly for Los Angeles to try to find a satisfactory solution to them.

I will speak to Joe/Garcia as soon as he returns from a business trip and ask him to take my place.

Sincerely yours,

From Lesson 54, Volume 1

Lesson 18

Volume 2

Letter 1
(170 wam)

Dear Miss Brown:

Your letter asking for a recommendation for a person to head your company's international/sales office in Spain arrived in today's mail. I am glad to say that it came at a very opportune/ moment. Mr. A. J. Garcia, a good friend and former business associate, is currently looking for a/position. He and his family formerly lived in Spain, but they have resided here in Indiana/ for ten years.

However, it is the family's desire to return to Spain in the near future. Mr. Garcia's/management ability is exceptional; he has had two years' experience managing the local office of Trent and Company. He is fluent in Spanish, and I am sure that he is just the person you need/to manage your new office. His full name, address, and telephone number are written on the enclosed card. Please get/in touch with him; I am sure he will call or come to your office to discuss the position with you.

If I can/be of further help to you, Miss Brown, please let me know.

Sincerely yours,

Lesson 18

Volume 2

Letter 2
(80 wam)

Dear David:

Do you realize that you left your new briefcase in my car last night? I have it here at home.

If you need it,/telephone me. I will mail it to you. But if you do not need it, I will keep it till I see you at our/sales meeting in two weeks.

Ben Sweet

From Lesson 49, Volume 1

Letter 3
(80 wam)

Mrs. Casey:

I am happy to tell you that the final draft of the marketing guide you asked me to write last/April is ready. I left it with your secretary.

In writing the guide, I had the help of Miss Mary Reeves,/ who had taken a course in marketing at Taylor School.

If the guide meets with your approval, I can have it set/ in type in a day or so.

Mary Lopez

From Lesson 49, Volume 1

Lesson 19

Volume 2

Letter 1
(60 wam)

Dear Ms. Kelley:

Thank you for your letter telling us of your interest in finding a position working as a/medical secretary here in Miami, Florida. I am indeed happy to tell you that there are many/unfilled jobs here for well-qualified medical secretaries.

I am enclosing one of our special/application blanks for you to fill out and return to us as soon as possible. When you arrive here, I encourage/you to get in touch with us immediately. We will schedule a series of tests to determine exactly/which jobs you will be best suited for. We will be looking forward to meeting you, Ms. Kelley.

Sincerely yours,/

Lesson 19

Volume 2

Letter 2
(70 wam)

Mrs. Sweet:

Here is the first draft of the new price list we are planning to mail in April or May. I am well pleased/with most of it, but I am not happy with its size. It is far too big.

Please read the price list with care. Then mark the ads/you feel we can omit.

Ethel Davis

From Lesson 49, Volume 1

Lesson 19

Volume 2

Letter 3
(80 wam)

Dear Mr. Dunn:

Our advertising department has prepared a handy little booklet entitled Getting/Along With Your Car. The information in this booklet can save you money now and serious trouble later. It/ will give you a better picture of what you can do to improve your car's performance. It suggests various ways/in which you can save gasoline. The booklet contains 26 chapters filled with miscellaneous information/about your car.

Would you like to have a complimentary copy, Mr. Dunn? If you would, you can get one by/driving into your local National gas station and requesting it from the attendant.

This is another/service that the National Oil Company offers to help car owners obtain the greatest satisfaction from/their cars and from our products.

Sincerely yours,

From Lesson 64, Volume 1

Lesson 20

Volume 2

Letter 1
(70 wam)

Dear Mr. Jennings:

For several years I have been interested in working in the publishing industry. I will soon be moving to Baltimore, Maryland, and I would like to apply for a position with your organization.

I am a graduate of Brown College with a degree in management. I have worked for the past three years in the field of public relations. However, at this time I want to make a career change. I definitely feel that publishing is the industry in which I want to work.

I am enclosing a personal data sheet and a list of four character and business references. I hope you will consider my application and get in touch with me soon. I will be looking forward to hearing from you.

Sincerely yours,

Lesson 20

Volume 2

Letter 2
(80 wam)

Dear Miss Greenburg:

Thank you for your letter requesting permission to quote from our new book, Business Correspondence Today,/in the manual you are preparing. Your letter has been referred to me. All permissions are handled/by the business management department of our organization.

We are happy to grant you this permission provided/you agree to these conditions:

1. You will include a credit line acknowledging that you are/quoting from Business Correspondence Today with the permission of the Birmingham Publishing Company.
2. Your/manual containing our material will be distributed only to your staff; it will not be sold to/the general public.
3. You will pay us a nominal fee of $10.

If these terms are acceptable/to you, please sign the enclosed form and return it to us with your check for $10 in the envelope we have/provided.

Cordially yours,

From Lesson 60, Volume 1

Lesson 21

Volume 2

Letter 1
(70 wam)

Dear Mr. Stern:

On the 6th of November the voters in New York will be going to the polls to elect a/senator. There are many excellent men and women running in this election, and any one of them would be a/good choice. However, we believe that it is very important for all qualified people to vote. We are,/therefore, making a concerted effort to get every qualified person registered to vote well in advance/of the September 10 deadline.

If you have not already registered this year, you can do so easily and/quickly. You may register by mail by filling out and returning the enclosed card. If you prefer, however,/you may stop by the municipal building and register in person. The office is open Monday through Friday/during regular business hours.

It is well worth your time, Mr. Stern, to register to vote. It is the only/real way you can make your voice heard in the government.

Yours truly,

Lesson 21

Volume 2

Letter 2
(80 wam)

Dear Mr. Nottingham:

In our opinion, nothing equals the convenience and speed and efficiency of/Coastal Airlines' shuttle service between New York and Washington.

With this unusual service, you never have to/worry about obtaining reservations. There is a guaranteed seat awaiting you-even if it requires/our rolling out a second plane just for you. You can go at almost any time that is convenient for you. A/ shuttle flight leaves New York for Washington every hour on the hour from 7 a.m. to 9 p.m. Return flights/leave Washington every hour on the half hour from 7:30 a.m. to 9:30 p.m.

The next time you have/to fly to Washington, we hope you will use Coastal Airlines' shuttle service.

Sincerely yours,

From Lesson 57, Volume 1

Lesson 22

Volume 2

Letter 1
(60 wam)

Dear Mrs. Smith:

Thank you very much for your concern about the height of the apartment building that is currently/being constructed on Main Street. As a resident of your neighborhood, I can easily understand your/concern about the density of population and traffic congestion in the area.

You will be happy/to know that the contractor is adhering strictly to the regulations set forth in the building code of/the city. The steel that you see being put in place at the present time is for the elevator and electrical/equipment to serve the building. It is not for an additional floor.

You may be sure, Mrs. Smith, that/the officers of the city government will always do everything in their power to enforce all the city/ordinances.

Sincerely yours,

Lesson 22

Volume 2

Letter 2
(70 wam)

To the Staff:

Yesterday afternoon I received the sales figures for June. I understand that they are much higher/than those of the corresponding month of last year. Keep up the good work!

Frank Long

From Lesson 31, Volume 1

Lesson 22

Volume 2

Letter 3
(80 wam)

Dear Mrs. Gates:

We have just issued the National Business People's Calendar for next year. It is our belief/that this calendar has many advantages. For one thing, it is an invaluable means of recording/ appointments. For another, it is a source of data. It has a complete atlas and over 200 pages/of general business facts especially selected and organized for professional people.

We have/printed a limited number of these calendars. Therefore, if you would like a copy, Mrs. Gates, we suggest that/you send us an order for one immediately. You can do so by filling out and mailing the coupon at/the bottom of the enclosed circular.

Sincerely yours,

Letter 1
(60 wam)

Ladies and Gentlemen:

The management of the National Construction Company is delighted to have the/support of the Chamber of Commerce of Long Branch in its efforts to gain annexation of the property just/outside the city. If the land is annexed, we definitely will build a new subdivision worth more than/$100 million.

At the present time we have been able to buy most of the property adjacent to/ours, and there are only one or two more lots that we are trying to purchase.

We have run into a major problem,/however. A great many of the residents who live just inside the city limits are opposed to the/size of the subdivision we plan to build. They feel that the additional traffic generated by several/thousand new residents in the area will decrease the value of their property. We are, of course, planning/to build several wide streets that should be able to carry the additional traffic without routing it/through the present streets.

If you can help us convince the residents of the area that the subdivision will/not cause them any undue problems, you will have our gratitude.

Cordially yours,

Lesson 23

Volume 2

Letter 2
(70 wam)

Dear Mr. Dexter:

The new Franklin Hotel isn't near the Miami airport-it is actually in the/terminal. Think of the perfect opportunity this offers you if you want to hold a meeting of general/sales representatives, correspondents, or customers.

The Franklin Hotel is a successful, progressive,/and full-service hotel. It has 900 modern rooms that have character and charm.

You can obtain reservations/promptly and without difficulty, Mr. Dexter. Just call us collect.

Sincerely yours,

From Lesson 34, Volume 1

Lesson 24

Volume 2

Letter 1
(60 wam)

Dear Mr. White:

Thank you for writing to me about your gas bill last month. I have checked into the matter myself,/and I have found that the bill is actually correct.

There was, of course, an increase of almost 5 percent in/the gas rates since last year, but the major cause of the increase in your bill was increased usage. Your meter showed that/you used a great deal more gas last month than you did in the corresponding month last year. Under the circumstances,/ I am returning your bill to you.

If I can be helpful to you in the future, Mr. White, I hope you will/feel free to call me. Our office is open from 8 o'clock until 6 o'clock Monday through Friday.

Very truly/yours,

Lesson 24

Volume 2

Letter 2
(70 wam)

Dear Mr. Worth:

I think I have been successful in finding a home that should be exactly what you need. The house/is on Banks Street. I am enclosing several pictures, each of which was taken from a different angle so that/you can have a fairly clear idea of what the house actually looks like.

The house will soon be advertised in/every local newspaper. Because of its many excellent features, Mr. Worth, it will probably be sold/in a short time. If you wish to pursue the matter, I encourage you to arrange to see the house immediately and to speak to the/owner personally.

Sincerely yours,

From Lesson 31, Volume 1

Lesson 24

Volume 2

Letter 3
(80 wam)

Dear Mr. Grant:

Yesterday morning I received a third dunning letter from your accounting division asking/me to pay my bill of $300 for the mattresses I purchased from you in February.

When I/received your bill of March 3, I paid it promptly. My canceled check was returned to me by the Trenton State Bank in/ April.

Frankly, I am tired of receiving letters asking me to pay a bill that I paid many weeks ago./ I hope you will straighten out your records immediately, Mr. Grant, so that I may have peace of mind in the/future.

Yours truly,

From Iesson 63, Volume 1

Lesson 25

Volume 2

Letter 1
(70 wam)

Dear Friend:

We are happy to announce that the new auditorium that was approved in a bond election more/than three years ago is now complete.

As you probably know, construction was delayed by bad weather, labor disputes,/and a cost overrun. We are glad to say that these troubles are now behind us and that the auditorium/ will open on Friday, January 25.

There will be a formal open house on the evening of/ January 25, and the facilities will be open for public inspection during the following/week. The first scheduled event is a basketball game that will be played there the afternoon of February/5.

Make your plans now to attend these events.

Cordially yours,

Lesson 25

Volume 2

Letter 2
(80 wam)

Dear Ms. Temple:

Here is an opportunity that an opera lover like you should not pass by. Never/before have we been able to make such an attractive offer to our subscribers.

Enclosed is an advertising/circular listing 50 high-fidelity recordings. Each recording features recognized, well-known, and/outstanding opera personalities. We will send you as many of these high-fidelity recordings as/you wish for the surprisingly low price of only $2 apiece.

Simply indicate on the order blank/at the bottom of the circular the high-fidelity recordings you want and return the blank to us,/together with your check, in the envelope we have provided.

Take advantage of this unusual offer/today, Ms. Temple. When you receive the recordings, play them for five days. If after that time you have not convinced/yourself that these recordings are the finest in tonal quality and clarity, you may return them. We will/speedily refund your money.

Very truly yours,

From Lesson 39, Volume 1

Lesson 26

Volume 2

Letter 1
(70 wam)

Dear Mr. Blank:

Thank you very much for your letter asking if I would like to have a line of credit added/to my regular checking account. Thank you also for your comments about the way in which I conduct my business./

After thinking over the offer, I have decided that I would indeed like to have a line of credit/with Central State Bank. I would like to have a $2,000 credit line to use whenever I wish to make/a loan.

Will you please send me a copy of the credit agreement telling me exactly how long I will have/to repay a loan should I use the full amount. I would also like to know what the percentage of interest will/be. Will you please let me hear from you as soon as possible.

Sincerely yours,

Lesson 26

Volume 2

Letter 2
(80 wam)

Ladies and Gentlemen:

Making satisfactory progress in the business world requires more than just knowing the/technical part of your job superbly well. It also requires the ability to work efficiently with/ others.

You can develop this very important ability by enrolling in the special self-improvement/course of the Municipal Technological Institute. In this short course you will build self-confidence, self-reliance,/and self-sufficiency. You will learn to listen to others with more genuine interest and to/recognize the things that usually motivate them. You will improve your ability to communicate/successfully with executives and to avoid annoying, embarrassing misunderstandings. You will discover/ your own hidden, undeveloped aptitudes and qualifications.

After you have completed the course, you/will look upon your self-improvement with gratification and self-appreciation. Under the circumstances,/don't you think you should investigate what our self-improvement course offers you?

Sincerely yours,

From Lesson 44, Volume 1

Lesson 27

Volume 2

Letter 1
(70 wam)

Dear Mr. Carey:

Thank you for your thoughtful letter of August 23; we always appreciate receiving/complimentary letters about our services.

We certainly agree with you that the computer/terminals, which we installed in every branch of our bank last August, were well worth the investment. We are now able/to cash checks for depositors in Washington, Oregon, and several other states without even so much/as a telephone call to verify a balance.

You may be sure, Mr. Carey, that we will make every effort/ to continue to give customers the finest service by using the latest, most up-to-date banking/equipment available.

Sincerely yours,

Lesson 27

Volume 2

Letter 2
(80 wam)

Dear Mrs. Dempsey:

Every day good things seem to happen at the Freeport Savings Bank. Now you can pay all your/outstanding bills by check, and it won't cost you anything, thanks to our new, absolutely free checking account service./ Under no circumstances will you be charged for checking privileges regardless of the quantity of checks/you actually write.

In addition, you will have the advantage of being able to cash checks in any of/our more than 200 branches throughout the state. All you need to do is present your personal identification/ card to the teller, and your checks will be cashed without delay.

Enjoy the self-satisfaction that comes with/the knowledge that you own a valuable, expense-free checking account. If you want further information, please/request it on the enclosed form and mail it to us in the stamped, self-addressed envelope we have provided for/your convenience. We will send it to you promptly, Mrs. Dempsey.

Sincerely yours,

From Lesson 44, Volume 1

Lesson 28

Volume 2

Letter 1
(70 wam)

Dear Ms. Temple:

Thank you for considering our bank to finance the purchase of the house that you wish to buy in/the Green Gardens subdivision. We are, of course, interested in helping you to buy the house. In addition, we/will also finance whatever remodeling needs to be done in order to get the house in top condition before/you actually move in.

I am afraid, however, that I will be away from the city for a three-month/period beginning December 20 and will not be able to handle the details of the financing/myself. I am, therefore, turning your records over to Ms. Mary Smith, who is the manager of our mortgage/department.

Ms. Smith is sending you a set of papers today. She will appreciate your filling them out and/returning them to her as soon as possible. She will then take whatever steps are necessary to get fast/approval for your loan.

Best wishes, Ms. Temple; I am sure you will enjoy your new home.

Cordially yours,

Lesson 28

Volume 2

Letter 2
(80 wam)

Dear Dr. Washington:

Are you a good driver? If you are, you may be entitled to our special auto/insurance. Our plan was actually developed to provide auto insurance at low rates to people working in/government positions. We still sell insurance to people who work for the government. However, we have now/opened our rolls to all careful drivers.

Our policy can save you money. In addition, it places at your/service 35,000 agents and correspondents throughout the world. These people are ready to serve you/twenty-four hours a day.

Call or visit our offices the next time you are in town and let us tell you how much we/may be able to save you under our insurance plan. You will be making no mistake, Dr. Washington.

Yours/very truly,

From Lesson 65, Volume 1

Lesson 29

Volume 2

Letter 1
(70 wam)

Dear Mrs. Stern:

The Empire State Bank is always trying to make improvements in the services it provides for/its depositors. At the present time we are installing a completely new, modern computer system that/will offer our customers the most accurate, efficient service provided by any bank in the entire/area. If all goes well, the new computer will be in full operation by Monday, February/21.

There are a number of new services that will be available through our new facility. You will/be able to check your bank balance simply by inserting your special card into one of our many convenient/computer terminals; your balance will appear on a small screen almost immediately. You will be able/to get quick verification of deposits and transfer of funds in a similar way. No longer will/you have the inconvenience of having to stand in line to see one of our regular banking employees;/everything will be done automatically.

We will be telling you more about our new computer facilities/ before February 21. We know that you will be just as excited about our new services as/we are.

Yours truly,

Lesson 29

Volume 2

Letter 2
(80 wam)

Human Relations

It takes a long time to build good human relations with customers, but good human relations/can be destroyed quickly. A simple mistake, a defective product, an improperly filled order, or a/sharp, angry word could result immediately in adverse public opinion. And once started, bad public/opinion can spread in only a few hours. The thinking of people can be influenced easily, however, and/one of the objectives of any company's public relations program should be to exert such influence/in a positive, forceful way. This ordinarily leads people to look favorably on the company./

From Lesson 48, Volume 1

Lesson 30

Volume 2

Letter 1
(60 wam)

Dear Miss Morris:

For several months you have beer enjoying the use of the First National Bank cash machine, which/is located just outside the main entrance of our bank. We know that you and thousands of our other depositors/are happy with the machine because our records show that you use it frequently.

Now we are happy to/introduce another worthwhile service that will help you conduct other banking business whenever you like. You may/now transfer funds from your checking account to your savings account simply by telephoning us. The transfer of/funds will be made immediately.

In addition, you will be able to transfer funds from your savings account/to your checking account in the same manner. This means that you will be able to leave all your funds in your savings/ account until you have need for them.

The enclosed form gives complete details. We at the First National Bank are happy/to introduce this unique service, and we want you to know that we will always be the first in the area/to introduce innovations to make your banking faster and easier.

Sincerely yours,

Lesson 30

Volume 2

Letter 2
(70 wam)

Dear Mr. Wilmington:

When public institutions purchase stock, they get substantial commercial discounts because/they deal in large quantities. If your partnership is not also getting these discounts, there is something you can do/about it-do business with Nashville Associates. We require only two things:

1. You tell us where you want to/invest your money by actually selecting your own stocks.
2. You do at least $300 worth of/commercial business with us during the year.

If you can do this, you will receive the same discounts that public/institutions receive. You will also receive the same unsurpassed service that we provide public institutions./ For a complete report on our technical services, just return the enclosed form in the self-addressed, stamped/envelope we have provided.

Cordially yours,

From Lesson 47, Volume 1

Lesson 31

Volume 2

Letter 1
(60 wam)

Dear Mr. Jones:

It was a pleasure to see your unique solar heating system in operation when I/visited your office building in Charlotte, North Carolina. I want to congratulate you, Mr. Jones, on your/foresight in installing such a fine system.

I realize that the initial cost was much greater than the cost of/a regular heating system, but over the years I am sure that you and your company will enjoy great savings./ In addition, you will have the satisfaction of knowing that you are helping our country conserve its/energy supply.

Please give my best regards to the board members of your organization for their leadership./

Sincerely yours,

Lesson 31

Volume 2

Letter 2
(70 wam)

Ladies and Gentlemen:

Beginning Monday, June 15, Ms. Mary Edwards will be responsible for/supervising the development of a marketing plan for the Quinn Anthology for which we have recently/contracted. As I wrote you in my memorandum of April 15, we expect that this important acquisition/ will ultimately sell over 5 million copies and will bring in somewhere in the neighborhood of/$45 million in revenue.

We feel that the Quinn Anthology is in good, capable hands.

Fred Farmer

From Lesson 45, Volume 1

Lesson 31

Volume 2

Letter 3
(80 wam)

Dear Mr. Cunningham:

All of us at the State Temporary Service Company have been overwhelmingly/impressed with the superior quality of the persons who are advertising in the Harrisburg Times.

As/you know, we are one of the largest employers of temporary help in the city of Harrisburg./ Consequently, we must continually replenish our supply of responsible, high-quality employees, and your/newspaper helps us achieve this objective.

You may be sure, Mr. Cunningham, that in the future we will/ continue to advertise for the various classifications of help we need through the helpful columns of/your publication.

Sincerely yours,

From Lesson 43, Volume 1

Lesson 32

Volume 2

Letter 1
(60 wam)

Dear Mr. Brown:

Thank you for your letter of Tuesday, February 21. The construction of a pipeline/from Dallas to Detroit is a definite possibility at this time.

As you probably know, there have been/several proposals in the past five years to build such a pipeline. However, the initial investment would/have been of such magnitude that plans were dropped each time. Now it seems that there is a real possibility that we/ can go ahead with the project. We have been able to get definite commitments from both state and federal/government agencies.

You may be sure, of course, that announcements will be made in all the major newspapers in the/geographic area if and when bids are to be accepted. Thank you for your interest in this project./

Sincerely yours,

Volume 2

Letter 2
(70 wam)

Dear Mrs. Nottingham:

With Christmas approaching, the danger of fire losses in homes increases substantially./ To protect yourself against these losses, here are a few suggestions:

1. Don't use old electric cords with frayed/insulation.
2. Don't use broken electric plugs in fixtures.
3. Do check your fire insurance to see that your home/and valuable furnishings are completely covered at today's replacement costs. Many homes, unfortunately,/are under-insured.
4. Do obtain additional living expense insurance. If a fire destroys your home, you/and your family could be in very serious, difficult circumstances. A forward-looking insurance/program can easily take care of your living expenses.

If there is any question in your mind as to/whether your home is satisfactorily insured, Mrs. Nottingham, call the Pittsburgh Insurance Association/for a free consultation.

Yours very truly,

Lesson 33

Volume 2

Letter 1
(60 wam)

Dear Mr. Lexington:

Thank you for writing to me about the construction of a new service station in your/neighborhood. The members of the zoning commission are well aware of the number of businesses that have/ recently opened in the area. We, too, are concerned about the changing character of the neighborhood.

At/its last meeting the commissioners voted not to allow construction of the station unless it meets the strict/zoning regulations that were recently enacted. The owners of the Alaska Oil Company are now/conducting a study to determine whether it would be wise to spend the additional money necessary/to meet these regulations.

You can be sure, Mr. Lexington, that we will keep you informed of any new/developments in the matter.

Cordially yours,

Lesson 33

Volume 2

Letter 2
(70 wam)

Dear Ms. Quinn:

Under the Self-Employment Retirement Law in effect today, self-employed persons now have the/opportunity to claim a deduction of up to 15 percent of their yearly gross income for federal/tax purposes. If you fall into this self-employment classification, you should set up a self-retirement/plan for yourself.

When you make a direct contribution to your self-retirement account in our bank, you receive/almost 8 percent interest if you agree to keep $1,000 or more on deposit for four to/seven years. All interest on your contributions is tax-deferred until your retirement. There is, of course, a substantial/penalty for early withdrawal.

Under the circumstances, Ms. Quinn, shouldn't you, as a matter of your/own self-interest and future prosperity, let us set up a regular self-retirement plan for you without/delay? It is the sensible, practical thing to do.

Sincerely yours,

Lesson 34

Volume 2

Letter 1
(60 wam)

Dear Mr. White:

I have just received a telegram from Miss Nancy Poland. You will recall that she is the person/we had invited to make the main address at our annual meeting on Wednesday, February 6./Unfortunately, Miss Poland doesn't have that day free. She has already accepted another invitation,/and she will not be able to speak to the members of our organization.

Do you know of any other/person who is an expert in the area of solar energy who would be able to make a short/presentation to our group? If you do, please write me as soon as possible. If you don't know of anyone, please ask/the employees in your office to make recommendations. I will be looking forward to hearing from you./

Sincerely yours,

Lesson 34

Volume 2

Letter 2
(70 wam)

Dear Mr. Ahern:

When you purchase furniture from the Royal Furniture Company, there is never any/charge for the services of our world-famous designers. Furthermore, there is no charge for their well-recognized/ talent. When you buy furniture from us, the only thing you pay for is the furniture you buy and nothing else./

Isn't this the type of furniture company you would like to deal with? We think it is. Come in the next time you are in/the area and let us describe all our services to you personally. You will easily see why we/are the largest furniture company in the state.

Sincerely yours,

Lesson 34

Volume 2

Letter 3
(80 wam)

Dear Mrs. Hastings:

If you were to advertise in our publication, Modern Business Correspondence, you could/reach 500,000 well-informed, enterprising, and successful business executives with your message. These/people have the income to purchase large quantities of modern home furniture, paintings, and other articles./They can afford the best. Many of them have incomes well over $50,000 a year.

A schedule of/our rates is enclosed. If you are interested in receiving further information, Mrs. Hastings, just let/us know.

Sincerely yours,

Lesson 35

Colume 2

Letter 1
(60 wam)

Dear Mrs. Park:

This is to verify our conversation of Wednesday, August 3, in which I offered you the/position of chief accountant at Ohio Light and Power Company. Your salary will be $20,000/a year, and you will receive all the company benefits as outlined in the company employment/manual.

We would like you to begin work September 1 if it is convenient for you to do so. Your/job will consist of the supervision of the work and of the members of the accounting department. There are/six accountants, seven clerks, and five secretaries; you will have direct responsibility for each of these/employees.

Your excellent record makes you an ideal person for this position, Mrs. Park, and we are/delighted that you will be working for our company. Will you please send us a letter of acceptance as soon as/possible.

Sincerely yours,

Lesson 35

Volume 2

Letter 2
(70 wam)

Gentlemen:

A few moments ago I read in yesterday afternoon's edition of the newspaper an/item to the effect that I am to speak at the New York State Furniture Manufacturers convention at its/regular annual meeting on Friday, January 18. The article also says that I am to/speak on computers, data processing, and automation in the business forecasting area. These are all/subjects on which I have done considerable research.

You can easily understand why this item was/particularly distrubing to me when I tell you that I am actually scheduled to speak on Saturday/morning, January 19. This means that I will probably have a small audience, if any.

Can you print/a correction immediately regarding my speaking engagement?

Sincerely yours,

Lesson 36

Volume 2

Letter 1
(60 wam)

Dear Miss Stern:

Thank you very much for replying so quickly to my recent letter. I was happy to learn that/there are a number of houses that will meet my family's needs.

I definitely want a house of sound construction,/and either brick or aluminum would be satisfactory. However, if I could find a suitable/brick house for $60,000, I would be inclined to purchase it.

As soon as you have located two or/three houses that you think I would especially like, I hope you will write me.

Sincerely yours,

Lesson 36

Volume 2

Letter 2
(70 wam)

Dear Mrs. Jennings:

If you receive a monthly check from Uncle Sam, you never again need worry that it will/be lost, stolen, or unduly delayed in the mail. You can easily arrange to protect your checks by filling/out one of our regular forms. It will take you only two or three minutes to do this. We will send the form to/the government, which will then automatically deposit your checks directly in an Intercity/savings account.

Open a savings account at one of the branches of the Intercity Savings Bank, Mrs. Jennings,/and take advantage of this extraordinary opportunity to enjoy the peace of mind that comes with/knowing that your checks are safe.

Sincerely yours,

Lesson 36

Volume 2

Letter 3
(80 wam)

Dear Ms. Worth:

If you are to improve your financial condition, it is important that you save regularly./It is surprisingly easy to save at the Empire Bank for Savings. You will be exceedingly impressed as/you watch your account grow steadily, almost from day to day, with the addition of large quarterly dividends./

If you want to provide for your financial future, stop at the Empire Bank for Savings the next time you are in/the State Street area. We are one of the most progressive financial organizations in Chicago.

If/you come, a friendly, courteous, and genuine welcome by our employees awaits you, Ms. Worth.

Sincerely/yours,

Lesson 37

Volume 3

Letter 1
(60 wam)

Dear Mr. Lee:

We will be very happy to make a thorough inspection of the house located at/274 Main Street in Richmond. Our well-trained representatives can complete the inspection in only a few/hours' time and the cost will be only $100.

We will inspect the roof for any possible damage,/and we will check both the electrical system and the plumbing. In addition, we will make a thorough inspection/for any sign of termites.

If you will sign the enclosed contract and return it to us immediately,/we will schedule the work as soon as we receive your notification. We will be looking forward to hearing/from you soon.

Sincerely yours,

Lesson 37

Volume 2

Letter 2
(70 wam)

Dear Mrs. Lincoln:

John C. Swanson, president of International Enterprises, which is one of the/largest manufacturers of calculators in the world, pays this tribute to the Nelson Correspondence Course for/Supervisory Personnel: "In this continuing education course our men and women learn about/modern supervisory procedures. They learn how to play a leadership role that is mutually beneficial/to the company and to themselves. All our present supervisors, superintendents, and other/supervisory executives have taken this valuable course, and we plan to continue to have all new/executives take it."

Why not give your executives an opportunity to improve themselves by taking/our correspondence course. If you want further details regarding the Nelson Correspondence Course for Supervisory/Personnel, call us at 555-8164. You will be making no mistake, Mrs. Lincoln.

Sincerely/yours,

Lesson 38

Volume 2

Letter 1
(60 wam)

Dear Mr. Brown:

Thank you very much for writing to the Dependable Real Estate Company here in Jackson,/Mississippi, about your needs for a combination home and office. We are delighted that you have decided/ to move your management firm to Jackson and that you wish to purchase a building here.

We do indeed have a/number of houses on our lists that we believe are flexible enough for your needs. I am enclosing a complete/ description of three of the buildings along with full-color photographs of each of them. After you have had/an opportunity to study the information, I will be happy to set up appointments for you to/ visit each of the buildings.

If you should need any further information about the houses, please fill out and/return the enclosed form. We will be looking forward to hearing from you soon.

Sincerely yours,

Lesson 38

Volume 2

Letter 2
(70 wam)

Mr. Hastings:

I am transmitting to you with this memorandum a manuscript entitled "Music for the/Masses" by Ms. Lydia Lyons, supervisor of music at the Municipal Institute of Fine Arts/in Westport. If I am not mistaken, this is the same Ms. Lyons who submitted to us a manuscript on/government support of the arts more than ten years ago. We rejected that manuscript at that time.

In my/opinion, this manuscript is superior, and we should seriously consider publishing it next year. I/have had my good opinion confirm by Dr. Charles H. Radford, superintendent of the National Music/Academy in Easton. After reviewing the manuscript, Dr. Radford made this comment: "I have never/read such an interesting, entertaining manuscript. You will be making no mistake if you publish it."

If you/agree that we should publish "Music for the Masses," please acknowledge receipt of the manuscript and send Ms./Lyons our regular royalty contract.

Max C. Rogers

Lesson 39

Volume 2

Letter 1
(60 wam)

Dear Mrs. Stern:

Thank you for your prompt reply to my request for assistance in moving my company's envelope/manufacturing plant to the South. We made a firm decision to move only a few weeks ago, but/already we are facing many more problems than we anticipated.

At the present time it seems that about/25 percent of our employees will making the move with us, and we want to provide as much help for/them as possible. In addition, we want to help the remaining 75 percent to obtain new/positions.

I think we should meet as soon as possible to discuss plans for the transfer. Will you please let me know if/Monday, March 3, would be a good date for you to meet with my staff and me.

Very sincerely yours,

Lesson 39

Volume 2

Letter 2
(70 wam)

Dear Ms. Hartford:

Two days ago, Ms. Hartford, I became your personal banker. Your former personal banker,/Mrs. Mildred Ford, left us a week ago and accepted a responsible position with the federal/government in Albany.

I am here to furnish you with any information you need and to answer/whatever questions you may have about your account, our services, and any other financial matters.

Please stop/in during your lunch hour sometime soon, Ms. Hartford. I would appreciate the opportunity of meeting you/ informally and having a discussion with you.

Sincerely yours,

Lesson 39

Volume 2

Letter 3
(80 wam)

Dear Ms. Worth:

It was extremely thoughtful of you to write me a congratulatory note regarding my/appointment as superintendent of the Albany Public School System.

As I am sure you realize, the job of/superintendent is one of very great responsibility. I say with all sincerity that I/ definitely need the support and backing of everyone.

I genuinely appreciate receiving your/practical suggestions, and I hope that you will continue to let me have the benefit of your ideas in/the days ahead.

Sincerely yours,

Lesson 40

Volume 2

Letter 1
(60 wam)

Dear Mayor Turner:

As you know, several years ago the Temple Railroad was declared bankrupt. Since then the/property at Madison Street and Lexington Avenue, which was used as a freight terminal, has been for sale. This/property is located adjacent to Freedom Park, and I believe that it should be purchased to expand the/park facilities.

I hope, Mayor Turner, that the city will make a determined effort to obtain this/property.

Sincerely yours,

Lesson 40

Volume 2

Letter 2
(70 wam)

Dear Mrs. Overmeyer:

At the Worth Furniture Store we do more than sell furniture that is comfortable,/has character, and represents extraordinary value. Throughout our years in the furniture business, we/have been selling gracious living.

The family that purchases furniture from us also obtains the advantage/of having the services of a practical, experienced, and skillful designer. This designer is/a person who can discuss with you objectively the type of furniture you need and how it should be placed in/your home.

We suggest that you call us to request a definite appointment with a designer. Your call will, of/course, place you under no obligation.

Sincerely yours,

From Lesson 33, Volume 1

Lesson 40

Volume 2

Letter 3
(80 wam)

Dear Mrs. Framingham:

Making savings on business equipment these days is difficult, particularly when/that business equipment is a motor vehicle. However, you can make those savings by taking advantage/of our fleet purchase program that is available through your neighborhood Myers dealer. Through this practical/program, you can make an amazingly large saving on every vehicle you purchase.

You don't have to be a big/trucking company to take advantage of this program. If you own or operate as few as ten vehicles,/ you meet our qualifications. When you have an opportunity, we suggest that you visit your neighborhood/Myers dealer and get all the actual facts about our program.

Sincerely yours,

From Lesson 62, Volume 1